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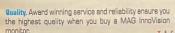


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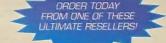




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John C, Dvorak writes many

"Software/Hardtalk" radio show, and

Jonathan E, has worked with desktop

multimedia since 1988. His USPS mail-

St., Richmond, CA 94804. His email

Bennett Falk is the author of The Internet Roadmap, now in its second

edition. By day, he works at Sybase in

Royal P. Farros is founder and presi-

dent of iPrint, Inc, the Discount Printing & CyberStationery Shop of the Future.

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Francisco Bay area-based communications and connectivity specialist who has worked for a variety of companles, including Xerox PARC and Microsoft. In addition to editing the MicroTimes Networking column, Peter writes books on the Internet and networking, and has been a contributing editor or writer to HotWired magazine and LAN Times. You can contact Peter by email at peterh@well.com and find out more about him and his professional, literary, and personal history from his Web site. http://www.dcb.com/pjh-home.htm

Paul Hoffman is an independent consultant who's been writing about computers for over fifteen years.

Ed Kahn (edkahn@well.com) is a folklorist who maintains a strong interest in computers and lives in the East Bay.

Jon Lebkowsky is a freelance writer and activist based in Austin, TX. He hosts a weekly activists' forum at HotWired's www talk.com and the Austin conference at Electric Minds (www.minds.com), and is currently working on a book for MIT Press.

John S. Quarterman (isa@tic.com) is the senior technical partner of MIDS (Matrix Information and Directory Services) and editor of Matrix News. He in a longtime observer, consultant, and writer on the matrix of electronic networks.

Michelle Rafter writes Internet columns for Reuters and the Chicago Tribune Web edition, Reach her at mvrafter@deltanet.com

Bill Gram-Reefer, based in Concord, CA, is president of WORLDVIEW, specializing in connectivity and communications. He has been writing about Macintosh computers since 1984.

Tony Reveaux is a San Franciscobased consultant who writes the "MediaScan" column in Film/TapeWorld and teaches at San Francisco State University's Multimedia Studies Program. He can be reached via the Internet at tonyr@dnal.com.

David A. Simon, CPA (M.S., Taxation) is in tax and accounting practice in Oakland, and is co-author of Business Contracts: Forms and Tax Analysis (Wiley Law Publications). His clients include professionals and businesses throughout the state. He can be reached at (510)893-5753

Birreil Walsh (birreil@well.com) is a contributing editor for MicroTimes and ■ freelance writer for BYTE and other magazines.

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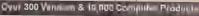
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CLASSIFIED MANAGER Michelle Resende ASSISTANT Edward Thomanion CREDIT MANAGER Doing Morgan

EDITORIAL 510-934-3700 all: Microx@well.com **EDITOR Mary F.** FOITOR Michael Robin NEWS EDITOR Paul Hoftman ARTHUR Ra k

DESIGNER (Acaper Carage EDITORIAL ASSISTANT CASSIST Aller CONTRIBUTING EDITORS Lenny Bailes, Jerenter Reson Chemi John C. Dvorak, Jonathan E., Bennett Falk.

CONTRIBUTING MINISTER Nick Arus, Laura Bell, Mikael Blaisdell, Cynthia Dyer-Bennett, Anna Cou CONTRIBUTING PHOTOGRAPHERS Tustin Ellison, Michael Jay.

PRODUCTION 510-934-3700 OF PRODUCTION Amy Marson

PRODUCTION MALLES Kenny Priest LEAD ARTIST Randy Bailey
IIII COORDHATORS Kay McVane, Jesse Sullivan GRAPHIC ARTS STAFF Randy Atwood, Tracy McCormack

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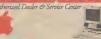
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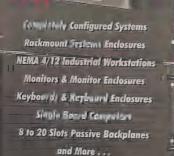
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BY PAUL HOFFMAN

Industry Insights

NC vs. PC: Preventing Premature Death Of The Network Computer Market

The Network

Computer, better known as NC, will see its second round of hype and hope this year after last year's introduction that went nowhere

Already, many computer industry pundits claiming that there is no hope for the NC. that it is as useless as the dumb terminal was ten years ago, and that no one would want to buy one. Other people (and some companies) are still saying that this is the Next Big Thing for the computer industry and will be bigger than PCs within a few years. Both groups could be killing the NC before it gets a chance to be adopted by what will probably be a nicthe market (that could be a large nicthe indeed).

Everyone's just guessing at this point, because NCs have just now started shipping, and we won't see any significant production until much later this year. But the mere existence of NCs won't convince anyone to but them, they'll have to prove their value over PCs or else they'll end up as just another failed attempt to usurp the Wintel monopoly. To predict that they'll become popular quickly is tidiculous, given how entrenched the PC a in our mentality, however, to predict failure before the first few years is also silly, because NCs will certainly evolve in ways that are unguessable before they're been deployed.

The III-Defined Beast

The first problem any new technology encounters in to define what it is, how it is different than what we have now; and why what we have now can't just transform into the new technology without having to buy new systems. The Network Computer, announced last year by a group of companies who basically wanted a piece of the market presently owned by Microsoft and Intel. is already having some identity problems, given the different players who want to make the NC Theirs."

Basically, an NC is a computer that a much cheaper than a PC because it has no hard disk.

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NEVER BEEN THE REALITY.

no floppy drive, and a easier is use than today's PCs. The software used on an NC gets loaded into it over a local area network each time the NC is started up. The NC's operating system. If you issue call it that, is a law virtual machine, and all the programs that get loaded onto the NC is law programs. The idea is that there are many people who have PCs sitting on their

desks who use them for only a small number of tasks, and those tasks don't require the expensional hardware in the PC, nor the time it takes to train the person just to use the system.

Thus the cost savings for NCs come from two areas, lower initial cost due to cheaper hardware, and lower lifetime costs due to lower training and software costs. If you can reduce these expenses, the NC becomes attractive to corporations when they have to replace PCs or when they want to put computers on the desks of more employees who do not need to use them much, You see buy a low-end PC, including a monitor, for \$1000; it will take a lot to convince people to buy see NC, including a monitor, for only \$25% less.

The Real Hurdle: Actual Cost Reduction

Without the reduced cost, very few companies will even consider NCs. For the last fifteen years, everyone from the information services directors as down to low-level managers has been inundated with stories about why PCs are good and necessary. To order to sell them something that isn't appropriate to real? PC and lacks and the expandability of a PC will require proof of setual savings from using NCs.

That's not as easy in it might sound. Even if NCs cost in the less than low-end office PCs. Attat's a small number relative in the estimated cost of software, support, and training that goes into a PC and its user during the three into a PC and its user during the three into a PC and its user during the three since a PC and the PC is in someone's desk. For NCs to in convincing, they have to show significant leftime cost reduction, and this is where the

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people who make estimates get a bit fast and loose with their numbers.

For example, the cost of software over the lim of a computer has to include the cost of upgrades. As we all know, the days of free upgrades for significant business software are long gone. People who use Microsoft Office are

now just gearing up for a major round of paying Bill Gates for a bloared, disk-hogging upgrade that they would probably rather not make. Sure, there will be some useful new features, but by and large most people am happy with what they have now. Upgrading commercial NC software will probably be just as costly, and therefore

NCs will not show any savings over PCs

One of the probably overstated cost savings for NCs as supposed to be the fact that in-house programmers will create the software that most corporate users run. This myth has been around for at least a decade. Modular tools will enable programmers to create useful software, tailor-made for individual users medepatiments, at costs lower than commercial software. Unfortunately, this has never been the reality. Programmers are expensive, and even with great modular tools, creating a useful application that will be used by hundreds of people can take many months. This is not to say that custom software is no good, just that it is likely to be more expensive than off-the-shell applications, and custom updates are not likely to be somewhere software.

The remaining cost items are training and support. The NC supporters are quick to point out how hard it is to train people to use Windows 95, which is a valid point. Supporting novice users who have to use Windows 95 is also relatively expensive, given how many things "just go wrong" and require support from the technical staff. On the other hand, saying that the NC will be easier to learn = support is = unsupportable argument until we see what the systems will look like when they to booted up, what the applications will look kie, and so so.

Where NE Might Catch On

Even If the lifetime cost of an NC is the same as a PC, they might still find a sizeable niche market in companies that want to put some sort of computer on every desk, but have many of the users who will only use these computers for a small number of tasks. You might ask, if the lifetime cost was the same, why wouldn't the company just buy a cheap PC that might later be useful if the user gets more advanced? Two words: technical support.

It is unlikely that NCs will be harder to support than PCs running Windows 95, and there's a good chance that they will be at least somewhat easter. Even without proof of lower support costs, many companies will be willing = try out NCs because their support costs are going through the roof, and it is almost impossible to hire good tech support people. Is managers are catching a lot of greff for the lack of timely support that many of their users get, and they're willing to experiment with almost anything that might reduce their burden.

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WESTERN DIGITAL	MX85120A WDAC21200 WDAC21600 WDAC22100 WDAC32500 WDAC33100	5.0 GB 1.2 GB 1.6 GB 2.1 GB 2.5 GB 3.1 GB	12 mS 11 mS 11 mS 11 mS 11 mS 11 mS	256k 128k 128k 128k 128k 128k	3 years 3 years 3 years 3 years 3 years 3 years	\$429 \$195 \$209 \$234 \$254 \$289
	DJ31700 DAQA32160 DAQA32700 DAQA33240 DJAQA34300	1.7 GB 2.1 GB 2.7 GB 3 24 GB 4 3 GB	12 mS 9.5 mS 9.5 mS 9.5 mS 9.5 mS	128k 128k 128k 128k 128k	3 years 3 years 3 years 3 years 3 years	\$195 \$195 \$195 \$195 \$195 \$195
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Solutions

BY ED KAHN

Laptops

Making The Best Of A Bad Backup

When selecting

products to review, I go out of my way to find products that I can recommend. My reasoning is that you want to know which of the new products are good. After all, the market is flooded with so much that it is impossible for anyone to keep up with I tall. So I try to find things that work well and answer a real need.

From time to time, however, I get a product that does not live up to my expectations. I feel some of the products are simply bad and don't bother to write about them. Other products manufacturers have simply introduced prematurely. These are usually worth keeping an eye on because if they come from a reputable company, the problems will be fixed and the product will turn from a sow's ear ution a six purse.

This month, I am focusing on just such a product—one that has great potential but still needs a little more work.

Months ago. I received a notice that Seagate Technology was introducing what seemed as be a revolutionary new tape backup product. As a reliable

company with a track record for offering good products, I waited anxiously for the actual product to arrive.

For me, as computers have become more complex, the problem of safe backups has become increasingly unmanageable. In the old days, I had a simple tape backup drive installed in my computer and once a week I did a complete backup, then on the successive days of the MILLING CONTRIBES. FERRUARY 8, 1888



For the moment, however, I must rate the TapeStor 3200 as a product to keep your eyes on.

week I did an incremental backup saving all of the files that I had modified that day Restoration was simple. A directory of the tape looked like a regular directory I might get with any of a variety of optional software products. I could see the contents—from directories to subdirectories and finally to individual files. It clicked — the ones I wanted to be saved or restored, hit another key and the job was done—except for the slowof the tape itself.

Windows changed all that because it was no longer possible to do automate backups white programs were opened. Automatic backups became a thing of the past and backing up my hard drive became a less efficient task. Even though software promised to fix this, it never worked well for me. Flux, as hard drives became larges, the problems became even more complex and small tape drives no longer did the iob.

Offering a solution, Seagate recently announced the introduction of their TapeStor 3200. This

looked to be a revolutionary product. First, the hardware attaches to the parallel port of your computer, making it suitable for backing up portable systems as well as desktop units A

pass-through system allows you to reconnect your printer to the TapeStor, so you do not have to switch between the tape and your printer. The tape drive itself looks more like a tower than a parking lot, to extend the real estate metaphor. In other words, it sits vertically on your desk.

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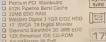


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Laptops continued

The drive holds a gigantic 3.2GB of data with the built-in compression software. Unlike other tape backup systems, however, this product shows up on your directory as another drive. So now instead of showing only drives A through D (if you have a CD-ROM player, for instance). you now show an additional drive. Backing up is an simple as dragging files, directories or the whole hard drive icon over to the new icon. There in no pretense of automatic backups.

Subsequent backups are incremental as long in you are using the same tape. If you want another full backup, you must change tapes (\$37). The most innovative aspect of the design of this software in that a portion of your hard drive is dedicated a staging area that holds files until you transfer them to tape. The result is that as you work you can flag items to be backed up or you can do an incremental backup of a hard disk and it will transfer to the staging area almost instantaneously. At your leisure you can then transfer the staging area to the tape.

of this sounds great. However, opening the box I found notices explaining irregularities with the software. One notice said that there was a conflict with Hewlett-Packard LaserJet V series printers and suggested work-arounds. As I got further along, one of the tech support people informed me that there were problems with other Hewlett-Packard printers - well. Somehow, not all of the compatibility issues were resolved before the product was shipped,

I installed the software and mon pleased by how easily it worked. In the installation, there a choice that you must make depending upon whether your computer has an Enhanced Parallel Port (EPP) or not. The recommendation is to install using the normal setting and then, after everything is working properly, to uninstall and reinstall for the EPP That is where my problems began. I was not able to get the software reinstalled. I spent hours on the phone with technical support people. Eventually, with help from I top engineer who worked on the development team, we were able to solve the problem. It is unlikely that you will have the same problem, but if you do I feel confident in saying that the people in technical support will work with you until the problems are resolved.

I would not spend as much time describing the good design concepts that are built into this tape backup system if I did not think that Seagate will eventually get these problems solved. For the momenthowever, I must rate the TapeStor 3200 as a product to keep your eyes on, but hold off on buying. I think the hardware is wonderful and that even if you buy the product now, in time new software will be released that will solve all of the problems I encountered. There is so much pressure to bring new innovative products to mar

ket that companies-especially software companies-routinely release products before they are really ready for the market. This phenomenon is found from the biggest to the smallest companies. As a reviewer, I frequently see software that simply is not bullet-proof. This product, however, promises to be exceptional.

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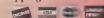
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Java To The Rescue!

Installing And Maintaining A Stable Applications Environment Across The Corporate Network

Network

administrators spend a lot of their time tuning and maintaining their network environment keeping ahead of hardware problems, managing dask space, doing backups, and so on is a big job—but what often takes even more of a network administrator's time is making sure that the various application programs available to LAN users all work (spetcher.

Keeping the end-user application environment working smoothly is a challenge for a number of reasons. Newer releases of a software product often implement features that older releases do not have, making it hard for users of a older versions to share files created by users of a more current release. There are also often different releases schedules and sometimes different feature sets for Windows, Macintosh, and UNIX versions of a given software gibe.

Sometimes the most recent releases of a company's standard applications are not available for every platform on the LAN, too. This problem affects not only the Macintosh and UNIX users on mostly-Windows networks, but also Windows 3 x users who share files with people using Windows 35 or NI

Add to this general unarchy the faci that many desktop application programs == installed on each individual computers hard drive So, in order to update the software, the network administrator has to physically travel to each computer's location. These and other factors make installing and maintaining a stable applications environment and meeting the needs of a LMN's end-users a real challenge. And the nature of that challenge only increases a SAN's increase in size and expand to different locations.

To help case the pain of maintaining end-user applications across a LAN, many software companies [44] "office suites," that include a com-

plete set of common desktop applications, like a word processor, spreadsheet, business graphics, Internet browser, and email programs. Office suites ease the application mantenance hassle by at least collecting the most commonly needed software into a single package that administrators can install and update all at one time, but that only partially addresses the problem.

What LAN administrators really need is a package of applications that work on all the computing platforms on their LAN—Macintosh. UNIX. and Windows 3.xz. 95, and NT. They also need these applications to be designed from the ground up so that they are easy to maintain and update from a central server.

Now enter Java. If you have been watching developments in all things Internet, you know that

Network-centric Java-based applications have other advantages, too Since Java is designed to work exclusively in a networked computer environment, it makes it easy to take advantage of the features that a network has to offer so LAN users can more easily take their Java-based desktop with them when they move. Telecommuting can be easier, too, because users can dial in from home and log on to the same set of tools and desktop that they use is work.

Network-centric Java programs can also make backing up and safe storage of user date easier. Because the Java application suites are directly installed, configured, and maintained by the network administrator, the files they ce ate can be forced to reside on a network servei, too. With all user files safe on the server, data

What LAN administrators really need is a package of applications that work on all the computing platforms on their LAN—Macintosh, UNIX, and Windows 3.xx, 95, and NT.

Java is a computer language that lets programmers 'embed' application programs in Web pages. Up till now, Java "appliest" have mostly been used to incorporate elements like buttons that tight up and animations that move around into Web page designs, but Java is capable of much more.

Java is, in fact, a full-blown computer language that in many ways resembles C. Like any full-blown computer language, programmers can me Java to design complex application programs, like word processors, spreadsheets, etc. Unlike other computer languages, programs written in Java can be run on a vanety of computing platforms without being re-written or computed; the only requirement is that the client computer have a Web browser that understands the Java Javanuage.

can be easily and consistently backed up

PI

And there is more good news. Java-based applications have spawned a new concept for inexpensive "network computers" and "thin clients." Network computers and thin clients do not have disk or floppy drives a complex oper ating system, only a network cable connection and enough hardware to run an advanced. Javacapable browser. Not having all that expensive hardware and software significantly cuts the *051 of making a Network Computer, without com promising its functionality for the majority of a LAN's users, slashing per-seat hardware purchase and maintenance costs. Another useful feature of thin clients is they are useless without the LAN they connect to, making them perfect for environments like schools, libraries, and other loca

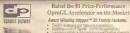
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tions where computer equipment sometimes sprout legs and walk off. Even home computer users may discover uses for inexpensive Internet Computers that have a printer port and removable disk drive, but software and Internet access services provided by their cable TV company

Before you can hope to take advantage of network computers, thin clients, and all the administration advantages network-centric computing offers, you need software. Without robust software that replaces traditional word processors, spreadsheets, and other tools, network computers are nothing more than a fancy toy for browsing the Web. So when can we expect to start see ing robust, Java based "office suites" that will meet the needs of our end users?

Sooner than you think. The first of this new breed of application program is taking shape at Corel Corporation in Ottawa, Canada, Corel's upcoming Office for Java includes all the major tools in Corel's standard office with Corel WordPerfect for Java Corel Quattro Pro for Java, CorelCHART for Java, as well as address book, calculator, notepad, time planner/scheduler and email applications.

An evaluation copy of Corel's Office for Java are available for download on the World Wide Web Office for Java is far from complete and far from perfect, but if you are a network administrator, you might try taking a look at them and how they work. I think you will be getting a glimpse of how network applications-from Corel and other software vendors-will work in the dawn of the next millennium

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Solutions

BY BENNETT FALK

Waiting For Goto

An Historical Curiosity Seeks Its Purpose

Playing around

with some shell commands a few days ago. I accidentally typed the command

goto /tmp

and something unexpected happened: The shell responded with a secondary prompt ("?"), a sign that more input was expected.

More input was provided an "15" command, a "pwd" command, and then, with increasing frenzy, control-X. and control-Z. All these things were duly echoed back, and after each the still-unsalisfied shell prompted for more input. Finally a control-D was typed, signaling the end of input. Immediately the message "timp-label not found" appeared.

Apparently the C-shell has a "goto" statement. This, in itself, is not surprising; lots of languages have goto statements. Not many of those languages, however, are command-line interpreters that allow the user to execute # goto statement interactively, (DOS, for example, supports goto only in batch files, and among the UNIX shell programs, only csh has a goto statement.)

Understanding Goto

"Goto" is the programming language equivalent of the "jump" instruction. The jump instruction is a basic control flow feature of low-level lan-Buages (machine language and assembly lan-Buages. It's a way of getting a program to jump to a target location in memory and begin executing instructions found there.

Higher-level languages allow programmers to work with abstractions that are not tightly bound to the hardware on which the program must run. But there is a debt to be paid here Higher-level languages evolved from their lower-level predecessors, and initially, it must have been practically unthinkable that the higher-level languages would not offer something like a jump instruction.

Goto statements have been a feature of higher-level languages for about as long we there have been higher-level languages. Harlan Herrick is credited with introducing a "goto" statement for FORTRAN in 1955.

In higher-level languages, the target for a "goto" statement is generally not a memory location, but a location in the text of the program: a line number or a label name.

The C-shell, for example, recognizes any line that consists if a single word followed by a colon as a label. A goto statement can jump to any label that has been declared in in shell script or in the shell's input.

Further Explorations

To test this after my first encounter with me inadvertent goto command, a label was entered:

/tmp:

After providing this label, the command "goto /tmp" no longer prompted for more input. It seemed to "go away," that is, it produced no output and did not return another shell prompt. It

GOTO STATEMENTS
PERSIST, AND WE
STUMBLE ACROSS
THEM WITHOUT
REALLY KNOWING
WHAT THEY'RE FOR
OR WHAT ALL THE
FUSS WAS ABOUT.
THE STAGE IS SET,
ONE IMAGINES,
FOR THE OTHER
SHOE TO DROP
AND FOR HISTORY
TO REPEAT ITSELF.
PERHAPS GOTO

WILL COME BACK

INTO FASHION

had, of course, not "gone away" at all The command was simply looping The label was immediately followed by a command to go to the label

Strictly speaking, there is nothing magical about this, but when it is executed interactively, the shell must "rewind" its input to find a label that was typed before the goto statement. Even for someone who routinely exploits the C-shell's history list, the notion of the shell "rewinding its input" is likely to induce something like vertigo.

The C-shell article as the online manual does little to alleviate the sense of disorientation. If the shell's input is not seekable and a loop is being read, that input is buffered. The shell performs seeks within the internal buffer to accomplish the rereading implied by the loop. If to the extent that this allows, backward goto commands will succeed as nonseekable inputs?

Naturally, "nonseekable input" includes anything a user might enter at a keyboard "Seekable input" is a fancy term for "file" shell scripts are the most prevalent form of seekable input.

Eventually, control-C was used to interrupt the loop, and the C-shell prompt (which had been set up to record number of commands

MICROTIMES - FEBRUARY 5, 1997 4

Solutions

UNIX continued

since the beginning of the session) showed that the goto command had executed several thousand times in a few seconds.

Good Wars

In the latter half of the 1990s, the genuinely frustrating thing about discovering that a lan-

guage you use has a goto statement a trying to figure out how this statement is to be used. "Goto", which was once necessity, a now something of an historical currousity. Its use has been deprecated for so long that an entire generation of trests has little notion of what the goto statement is for.

The most famous attack on the use of gotom higher-level languages came in March of 1988 thriteen years after the introduction of goto statements into FORTRAN and a year of so before the first version of UNIX was circulated at Bell Labs: A letter from Edsger Dijkstra entitled "Goto Considered Harmful" appeared in the Communications of the ACM. If the ACM is the Association for Computing Machinery, and Communications is its monthly Journal.

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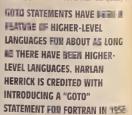
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Ora

The letter began with a nod to the belief (already prevalent in 1968) that "the quality of



programmers is a decreasing function of the density of goto statements in the programs they produce."

Dijkstra went to lament the "unbridled use of goto" and to suggest that the 'goto' state ment be abolished from computer languages. The text of a program, he argued, was an inaccurate index to its behavior at runtime. The 'goto' statement would move the execution point to a different place in the program's text but this might not be a sensible thing to do given the actual state of the process at runtime. The unbridled use of the goto statement has an immediate consequence that it becomes terribly hard to find a meaningful set of coordinates in which to describe the process progress."

Dijkstra's letter was the first shot fired in the structured programming debate (Simply soal ed. "structured programming" is the belief that you should be able to tell what a program does by reading its text. Usually this mean's organizing the program into functional modules with well-specified interfaces.) The ensuesal class of opinions became so heated that the editors of CACM resolved not to publish articles. Taking so assertive a position against a coding practice."



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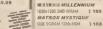
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In the wake of Dijkstra's letter, the phrase "considered harmful" was added to the permanent lexicon of the software engineer. In the intervening years, various programming practices (including C-shell programming) have been "considered harmful." Most recently, the Web has inspired a rash of practices "considered harmful.

In 1977, nearly a decade after Dijkstra's note, Guy Steele, Ir (who would later become one of the authors of the Java language) wrote a paper with the unwieldy title "Debunking the 'Expensive Procedure Call' Myth or Procedure Call Implementations Considered Harmful Lambda: the Ultimate Goto."

Steele's paper was a defense of structured programming and a rebuttal to the argument that using goto statements was somehow "cheaper" or faster than using a procedure call. This is, in some sense, a landmark paper, because the use of goto has passed from being "the way things are" to a matter of expediency.

Steele argues that the cost of procedure calls is a function of how they have been implemented, and that there are no barriers in principle to function call implementations that equal the performance of goto statements.

(Java, by the way, contains no "goto" statement, though it still supports the notion of declaring a label for a block of code.)

The passage of another decade saw the whole debate turn whimst cal. In 1987, Frank Rubin submitted a letter-to-CACM form titled "'GOTO Considered Harmful' Considered Harmful' (CACM, March. 1987, pp. 195-196), and in the International Obfuscated C Coding Contest for that year, an award for worst style went go to Spencer Hines for a piece of code that was essentially a fugue on the four letters of "goto".

Hines' source code was arranged in columns iii call attention to the blizzard of four-letter combinations that could be made with the letters "g", "o", and "t". The program wasn't readable in the usual sense, but did compile and run. When passed the name of a source code file. it reported the number of "goto" statements found in the code. (Hines program was only 21 lines long and contained 24 goto statements.)

Ten years later, we have exchanged whimsy for simple ignorance. Goto statements persist, and mu stumble across them without really knowing what they're for or what all the fuss was about. The stage is set, one imag-

continued on just 300

The Association for Computing Machinery (ACM) http://www.acm.org

Computer history (IEEE Computer Society Web Site) http://www.computer.org/50/history/

Edsger Dijkstra

http://www.acm.org/classics/oct95

Spencer Hines

http://elwood.seda.sowl.unl-bamberg.de/fun/loccc/1987/

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File Compression: Small Is Better

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When I opened

my 900th .ZIP file, it finally occurred to me to wonder about the people who make the PKZip compression product. After all, this is the archiving tool that the DOS/Windows world has been using for years. Who is PKWare? What else do they make? Does anyone pay for it?

PKWare is located in Brown Deer, Wl. which turns out to be part of Milwaukee. They make compression and decompression utilities for DOS, Windows, OS/2, and for the SCO, SUN, UNIXWARE, AIX, and Linux varieties of UNIX. For some reason they have no Mac products. They also sell DLLs so developers can include compression and decompression in other products

PKWare has been in the compression business for years. They have made their name by distributing shareware and even freeware ver sions of their decompression utilities (i.e., any one could get software to "pen up a ZIP file) They figured that people who have a reason to compress data would be more willing to pay for compression software than would those who simply wanted to decompress the result. All of their products are for sale, though as with most shareware the prices are remarkably low

I contacted PKWare, and they sent me a copy of PkZip for Windows, v2.5 1 then discovered that what I had thought was only a utility had three powerful uses. Bandwidth optimization. software distribution and backup

"Too-big" has always been a problem in computing. In storage it has appeared as the perpetual britle between hard disk capacities and ever-more-huge programs Bandwidth* is Just the latest version of the perennul issue. The term refers to how much information can be moved through a system in a certain amount of

time, so a modem receiving 28,800 bits per secand has twice the bandwidth of a modem receiving at 14,400 bps.

Or does it? What if someone developed a way to get more information into less space? Back when people used pay-by-the-word telegrams to send messages, this be came a sort of sport. "I shall arrive Wednesday at two in the afternoon sharp on the Southern Pacific train" would get compressed into "ARRIVE SP WEDS TWO PM" This represents a 66% condensation, from fifteen words to five.

You want to make sure that the compression is loss-less. You do not want to sacrifice any information at all You must also be sure that the compressed message a not ambiguous

"Too-big" has always been a problem in computing. In storage it has appeared as the perpetual battle between harddisk capacities and ever-more-huge

programs. "Bandwidth" is just the latest version of the perennial issue.

"ARRIVE SP WEDS TWO PM" would not be good compression in a context in which "SP" might mean either "Southern Pacific" or "San Pedro." the Los Angeles harbor

The problem of making very tight and loss free compression is subtle, but it has unmediate consequences. If the original message wint as a to egram would have cost \$10.00 the com pressed version would only cost \$3.34

Another way to think about compression a that it increases the effective speed of a modern

The five-word message goes through the modern in about one third the time it takes to send the fifteen-word message. If the same amount of information is really conveyed by each missive this means that the modern is being three times as efficient when it is working on the five-work compressed message. A modem carrying the compressed message and working at 28,800 bits per second is carrying as much information a one working at 86,400 bps that is transmitting the uncompressed signal. Effective bandwidth increased by compression

I was grateful for the gain in bandwidth because I have been downloading ZIP files for years. The compression has been saving m connect time and storage space. But PKZip has

other virtues. With it one can make a ZIP file decompresses) itself. ute a program ! had written in Visual Basic and I was pleased to # that the 19,456 byte file That meant that both

and the recipients would save about 72% of our connect time.

My problem was that I could not be sure that all the recipients would have any software 10 unzip the compressed file Not everyone had downloaded the shareware unzippers Bu PkZip includes a utility that will turn a AIP file into an executable file. The utility adds ande le extract the attached ZIP file when the recenruns it, placing its components into the desirdirectories. It can even run the decompression

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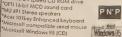


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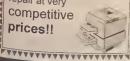
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receiver choose that option.

There in overhead, however the self-extracting version of my little file turned out to be larger (at 22K) than the 19K uncompressed original It was actually less efficient to send the selfextracting file than it was to send the uncompressed original. It would only be worthwhile to use this feature for those large zlp archives which contain many compressed files

One case where the small overhead of the self-extractor is worthwhile in for the distribution of a software package. PKZip can create "spanning" compressed files, which occupy more than one disk. As each disk fills up, the program asks you to insert another. The receiver will also be asked to change disks when decompressing With a spanning, self-extracting file. you could send a complete software system to another person on a set of disks. The selfextracting part of the file would recreate the directory system of the original and place each file in the correct directory. It will register file extensions with Windows, If you wish, and at can lation system that some programs use, but f you want to distribute a complex software system cheaply this is a good way to go.

I had occasion to distribute a program I had written in Visual Basic, and I was pleased to see that the 19,456 byte file compressed down to a .ZIP file of 5,477 bytes.

And-finally, PKZIP motivated me to do something that I have been telling others to do for years: back up my files. We all know we should back up all our important data files daily. Somehow this good intention doesn't get carried out. The problem m that the amount of disk

I wanted to back up my writings. There were 351 files in the "document" directory and its subdirectories. They made up nearly nine

> bit over two million bytes, and pair of disks. The compression made it practical to do what I

to gain bandwidth, to distrib ute software, and to back up essential files. Not bad for \$49 no.

The Unrobust Dragon

There are some reviews I just hate to write I wanted to dedicate this entire column to prais

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Solutions

Small Office/Home Office continued from page 56

ing DragonDictate, a software system that turns your speech into text. I wanted to be able to say something like, "DragonDictate is wonderful and sturdy. I wrote this whole column, handsoff, by dictating I into DragonDictate." I was moved by the ambition of the program, and by the public relations staff who were so helpful they even returned email on Thankgiving Day.

Alas, I was not able to write my column with DragonDictate. It turned out that this ingenious, even inspired, software in highly vulnerable to hardware incompatibilities.

Because I have spent time working on recognition software mysale. I have some idea just how difficult it is to emulate perception. It is not how afficult it is to emulate perception. It is not human logical reasoning but "animal" perceiving that defeats simple miniation. I recall my own delight when I was able to write a simple program to detect edges in a visual field, and that is one of the simplest sensory tasks.

Sensory systems must accomplish two difficult chores. They must separate the thing-tobe-recognized from the background events in which it is embedded. And they must recognize what they have isolated out. These two tasks are not separate; recognition and separation-from the-environment have to work together, and

So, **PKZIP** provided the tools to gain bandwidth, to distribute software, and to back up essential files. Not bad for \$49.00.

errors in either one can confuse the other process. That is why tigers and politicians use camouflage to avoid detection: It makes it difficult to recognize them by blending them into the background.

DragonDictate's task is the discrimination of words followed by recognition, a combination it

took evolution four billion years to accomplish My computer system added an additional but den, and the Dragon just couldn't handle n! did not have a sound board which was 100 per cent compatible with SoundBlaster's sound

card. It was advertised at being compatible, but it was not. In particular, ms sound card was prone is noise. The noise was at a low enough level that the human ear would not dwell on it—that is one of the features of our animal hearing. We filter out company that is not so the features of our animal hearing. We filter out company that is not so that the sound is not so that the features of our animal hearing. We filter out company that the sound is not so that the s

stant background noise. Software in not yet able to do so successfully every time. So the DragonDictate software was fighting a noist input signal.

A second problem was also due to hardware DragonDictate gives you a headset microphone to use. The microphone supplied was overly sen

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Small Office/Home Office continues

sitive for my system. It therefore distorted the sound even more. The were kind enough to send a less sensitive microphone which reduced but did not eliminate, the problem. So DragonDictate had two handcaps before it even began

As a result the Dragon had difficulty hearing me. It often mistool small bursts of noise for words, and made comic and sometimes frustrating attempts to interpret this random noise. Its most common mis-guess was that the spurious signals were the word 10 My documents were sprinkled with what looked like flute music Some of the other mis-transcriptions were inspired in an oracular way: "figurwriting right to giv Energy Equipmented." Needless II say, I gave up the project of writing the whole column with DragonDictate alone.

DragonDictate is extremely vulnerable to system noise, to environ mental noise, or to electronic noise from the sound board. If you work in a noisy environment, or if you do and have a supported soundcard can promise you will be frustrated some of the time

If I were one of Dragon Systems' publicists I would respond thus is not fair to judge our software's performance by your experience. You yourself say your hardware is the problem

Once DragonDictate has Separate words to work with, its ability to recognize them is frequently amazing. Right out of the box it understands the careful speech of most American speakers.

Well, yes, but... Microsoft must make MS Word usable on good key boards and bad keyboards. It may not be fair to the manufacture 10 insist that their software interpret sound that has come through a prob lematic board and microphone combination. But that is exactly the demand that many users will be making. Few of us want to buy new hardware to make software work.

Dragon Systems does have a list of supported sound boards, avail able request. May I suggest you do not buy the product unless you board is on the list, or unless Dragon Systems tech support has assured you it will work.

And now for the good news.

DragonDictate is ■ very sophisticated piece of work. It has deall with many of the difficulties involved in controlling a computer with out using hands = all. It does this by having many vocabularies, Some of them application-specific and have many pre-made command tailored to the program they accompany. Others are generic conmands that move between programs, control the Windows environ ment, and manage DragonDictate itself. But the main vocabular is for dictation: even the small edition recognizes 10,000 English world Some recognize up to 60,000 words at a time, and there are specialized vocabularies available for law, medicine and business

You must slightly separate your words when you speak. If you have wondered why Caine in the television series Kung Fu speaks so slow

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Tax Research With **Electronic Tools**

Not The Right Stuff For Every Office

In general, these CDs are targeted to small

CPAs and tax

lawyers increasingly turn to CD-ROM-based computerized research tools, often referred to as tax services. Typically, these volumes of annotated legal analysis, commentary, and instruction cost thousands of dollars per set. They are also available at some public libraries, and so can be accessed by adventurous do-ityourselfers seeking fast-and-easy answers to troublesome federal income tax problems.

Indeed, anyone who has used an Internet search engine such as Yahoo or Lycos will feelcomfortable with the mechanics of CD-ROMbased tax research. Combining a large database with powerful search capabilities, these systems theoretically promise instant solutions to complex questions of tax

Don't Try This M Home

Sound too good to be true? Think again. Taxation is an explosive topic, with tax issues somewhat akin to a pipe bomb. To the untrained eye it can be fairly nondescript, characterized by a leaden dutiness in a familiar shape But just beneath the smooth, shiny surface of the CD-ROM is # knot of hidden technical interpretations, precedents, exceptions, and definitional devices, which could easily blow up in your face, rip through your business, and wreak secondary havor on those innocentcrowds whose lives and livelihoods depend on the predictable solidity of your operations.

Call me an early-middle-aged fuddy duddy, but this CPA does not embrace CD-ROMs for delivery of most tax research and analysis. I certainly do not recommend it for do-it yourselfers not, in most cases, for everyday tax pro-

firms with few economic options. Larger firms with more in-house resources still luxuriate in traditional, paper services. A bone-chilling manifestation of these differences, publishers sell electronic subscriptions of limited utility to small practitioners while commanding premium revenues from the international accounting giants for collections of print services. The emergence of CD-based tax services-

lengthy compendiums of tax analysis--illustrates how technical publishers are in m position to define the market and impose overly refined and inappropriate software tools upon unwilling professional users.

Office Will Estate And Research

A visit to an average law library reveals a dominant chunk of real estate devoted to taxation literature. A single CD, of

course, easily holds the same information stacked on a hundred feet of shelf space. Imagine the seductive savings that a small accounting office could achieve by condensing a large section of the local library into a small stack of and analysis. I CDs. Filing the loose leaf updates of a paper library alone requires a dedicated recommend it for part-time clerical staff. Get a replacement CD in the mail. and you can out back on both office space and employees.

Indeed, based on vendor claims, one would think that the possibility of performing

almost exclusively electronic, low cost, and effective tax research has become a reality. A 1995 survey conducted by the American Institute of Certified Public Accountants suggests that almost half of public accounting firms are performing at least some electronic tax research in just this manner. A recent article in the prestigious Journal of Accountancy observes

"Although many CPAs still work with paper subscription tax services, thumbing through hundreds of bound pages, increasingly others are harnessing their computers to get answers to tax questions. Those who have turned to computers find they can do the work faster, cheaper, easier."

In practice, however, electronic services leave much to be desired. When a tax issue arises, the

first task for the professional is to frame and formulate the problem and determine the focus of the research This might start with secondary sources, the so-called "tax set vices.* These services annotate the law, and reduce IRS Code rulings, regulations, and cases into decipherable English in a cross-referenced context These legal compendiums are typically comprised of twenty to thirty-five big volumes. of hundreds of detailed portfo lios. Skimming whole sections you gradually appreciate the entirety of the issues, the scope and complexity of rele

64 MICROTIMES . FEBRUARY 5, 1997

certainly do not do-it-yourselfers nor, in most cases, for everyday tax professionals.

This CPA does not

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Solutions

Accounting communed from page 64

vant law Closely related topics can be persued

By contrast, CD-ROM research starts by entering keywords and performing complex searches using Boolean logic (and, or, not, and near) and several sifting criteria. This requires the researcher to recognize an answer if it comes up, if they are lucky enough to have framed the search fortuitously. Instead of providing breadth and perspective, this word-searching locates a specific highlights it.

If the choice is made to skim whole sections of tax analysis on the CD-ROM to get an overview, this can easily become a tedious task of scrolling through screenfull after screenfull of text and digitally "flipping" back and forth

Likewise, working with indexes and tables of contents equipped with hyperlinks to the text also sounds ideal. While the use of indexes has always been important for getting started, the

problem with using hyperlinks for rax research is that is is narrowly focused and, in effect. places blinders on the user

The point of thumbing through those hundreds of bound, dusty, nonmagnetic pages is in well as pitfalls. To imply that traditional research techniques waste billable hours while expensive experts look for a needle in a haystack perverts the ordinary understanding of prudence and due diligence. It just don't sit right with me.

Referencing on disk is fine for those occacitation or pull up some precise language. But understanding of your transaction is dependent on a Boolean word search?

For an experienced and sophisticated tax advisor there is no substitute for the comprehensive understanding that comes from spreading a few books and portfolios across the desk

digging, and suminating on a particular situawork product that is perfunctory, less critical, and devoid of the human perception of tax as an organic mosaic rife with interpretive opportunities for the informed imagination of the mature practitioner. It is aut. not SpellStar.

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Accounting continued

Awkward, Messy, Stale

Press some users and they will admit to less obvious inefficiencies as well. You lose time trying to effectively review long treatises onscreen. After identifying the necessary excerpts, you

While the use of indexes has always been important for getting started, the problem with using hyperlinks for tax research is that it is narrowly focused and, in effect, places blinders on the user.

end up waiting for those sections to print and then work from hardcopy anyway-but without the surrounding context.

After all that printing, you now have a stack of pages-none of which are neatly bound or indexed. They can quickly become disorganized and misshuffled. As work progresses, the genetically neat practitioner in driven to sorring those piles into a growing collection of manila folders. and eventually it's time to rehire that file clerk.

When I research, I move from the books and articles on my desk to the word processor or other application on my computer desktop. When I pull the CD-ROM into the act, I invariably fall into the unproductive habit of excessively cutting and pasting from window to window, because the reference material would otherwise disappear from the desktop.

Another drawback is that vendors don't update CDs in frequently as their paper services. The reasons are easy to see. They might change \$1,500 to \$2,000 for an annual subscription per service. A

library may include many services. With so many CDs in circulation, extra sets of those pricey copyrighted materials are likey to fall into the hands of non-subscribers. Under a typical license arrangement, therefore, the vendor will issue a complete new set of CDs periodically, but only after the customer returns the second to the last issued set. This arrangement ensures that unauthorized CDs get destroyed. To allow time to swap old disks for new, CD services we updated only about half as often an paper services.

irs Not The Media, Stupid

The cornerstone of traditional most research. which CPAs and laywers perform, is a wide assortment of expensive subscription sec ondary source materials-so-called tax ser vices. Having these resources in-house enables a practitioner to conduct quick yet thorough studies. From these secondary sources, primary materials such = Code, court cases, and rulings can be identified

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BY ROYAL P. FARROS

The Making Of An Internet Business: Part IV

How To Save The Other \$995,000 On Your Next Startup

In last

month's article we discussed how to stretch dollars, with a goal of saving \$1 million on your next startup. We began with "small" stuff... well. small if you're already off the ground, but big if you're just starting out. We've got to find a way to save another \$995,000, so it's time to tackle bigger-picture items.

Spend More To Save More

One of the tenets of saving money is a willingness to roll up your sleeves and do work where

you can—unless of course, it's just stupid to do so. Case in point: Let ADP (Automated Data Processing, http://www.ADP.com/or some other payroll

service handle your payroll processing Yes, you can do payroll yourself Yes it will seem like you're saving money Yes, you'll spend a lot more money on aspirin, and end up wasting a lot of time to boot

Same goes with buying an accounting system line the bullet. Buy and use one. As my operations person says. "Unless you can keep track of what you spend, you'll never know how much you're spending." Well, that is, until it's too late.

Ditto with purchasing computer equipment it's very tempting to buy the "discount-of-the-72 MCROTIMES • FEBRUARY 5, 1997 week" computer, but factor this into the equation: Sooner or later, all machines break It's great when it's later, but you're starting in business. In you have to plan on in being sooner.

When you have problems with your computer, what kind of life preserver—um, I mean warranty agreement—can you cling to? When will you get your machine back? Does your computer dealer have loaner equipment? How far will you have to go to drop off and pick up the machine? If all hell breaks loose, can you get a total refund within 30 days of purchase? And the final, big question: How long will you have to wait on "bhdd" to talk to a live nerson?

prospective dealer "What happens when my monitor breaks... can I get a loaner?" Is the repair time guaranteed? Look 'em in the cye and say, "If something goes wrong, how are you going to help me fix it?"

(Biased Side Note: If you're new to computers, buy a Macintosh, Period. Doesn't matter what you read in the papers about which fool Apple has shot itself in this week. Something that matters in our pursuit of the cost-effective business is how little time we waste. If you're new, buying a Mac is a real time-saver.)

And The Shall Receive

If you're new to computers, buy a Macintosh. **PERIOD.** Doesn't matter what you read in the papers about which foot Apple has shot itself in this week.

Something that matters in our pursuit of the cost-effective business is how little time we waste. If you're new, buying a Mac is a real time-saver.

Birri. Better to spend a bit more and build a good relationship with a solid, conveniently located dealership. The alternatives are costly. With this said, how do you find a solid dealership?

Ask everyone you know with a PC. Ask them if they've had problems. Ask them if they felt their dealer was responsive. Then ask the

just because I'm suggesting you work with a repurable and convenient computer dealer doesn't mean I'm suggesting you should pay "retail" No way! Get three or four 510

430

BIBCOT

bids for every piece of equipment you bus every time you bus every time you bus equipment. Let people know up front (hall you're getting bids. This will let (ht.

computer dealers know that they should be of their best behavior. This will also give you's good sense of what's a great price.

In this highly-competitive marketplate knowledge is power. I haven't met a successful computer dealer yet that wouldn't match-of a least come close to—the best legitimate price.



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The Making Of continued

If you're really small, consider this; Computer companies generally blow out their old inventory to their employees at drastically reduced rates. If you know anyone working at the hundreds of computer hardware companies residing in the Valley, you might ask if they can get you such a discount. For a few computer

set-ups—with a good warranty and reasonable proximity to the repair depot—the savings will add up in the thousands (Tip: Remember to be eternally grateful to your friend for doing this)

While we're discussing negotiations, don't forget to negotiate for services like Ma Bell. I know a guy who got almost \$2,000 in phone credits putting

AT&T against MCI, and, believe it or not, MCI Residential vs. MCI Business. My friend was in stirches: "I really didn't do anything but sit back and watch these guys try to crush each other." I saw him laughing all the way to the bank. Really

And Software, Too

Just a quick one on software that will save you a bundle; Everyone gives away everything for free

defraggers to free server software. Take full advantage of this.

This is good business for software vendors because you'll: (1) eventually buy the software because you'll get tired of downloading and reinstalling the trial version month after month.

(2) go out of business but still tell all of your

friends what a great piece of free software you used (and maybe they'll have a better shot at staying in business). Software vendors know that there's great strength to an installed base, whether paying or not. (Just ask Netscape)

free stuff you get with PCs and Macs these days.

either: I do as much writing as anyone I know, and I use WordPad on my Windows machine

Get three or four bids for every piece of equipment you buy every time you buy equipment. Let people know up front that you're getting bids. This will let the computer dealers know that they should be on their best behavior.

on the Internet... well, at least for a "trial" period. From free email programs to free hard disk

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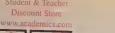
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The Making Of continued.

and the \$29 WriteNow for the Mac. (Rich Text Format gives me all the cross-machine compatibility I need.)

Home Is Where The Office

The easiest way to start a business is from home. In the past, this might have seemed like an "unprofessional" option. Today, it's downright high-tech

And no doubt about it, depending where you're located, you'll save between \$1 and \$3 a square foot. For a 1,000 square foot office, this is between \$1,390 and \$4,170 a month.

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Did I do the math right? If you totally play by the rules, you can deduct this office space from your income taxes, about 39% between state and federal. (As discussed in the previous article, yet another question you can ask lawyers and accountants you're interviewing.)

Tip: Don't try to run your telephone, fax, answering machine, and modem from one telephone line, even if it is theoretically possible \blacksquare do. Even if someone bets you, It's a long, ugly story. Consider yourself

The Office Is Where The Office Is

If you need more space, here is what appears to be a well-kept secret. You can find professional office space for under \$1/sq. ft. in the Bay Area. Office space that you can rent month-to-month. Office space that might already be furnished. Office space that might already have a professional phone system installed. And the big one: Office space that might have T1 access included in the rent!

Have you fainted yet? I fainted just proofing what I just wrote

There is this great concept that could make a big dent in that \$995,000 we're looking to save. And that in the concept of a business

Some bright people figured out that if they could help new businesses get off the ground, the surrounding community would benefit from the creation of additional jobs, the creation of additional taxable revenues, and the creation of a cutting-edge, "happening" community

But getting a fledgling business to take that first, professional step would be the challenge.

Enter the nonprofit business incubator that converts unused resources, like slightly-outdated equipment, slightly "roughed up" furniture, and between-jobs consultants, into a productive, professional, and most importantly, affordable office support environment

What's more, most of these nonprofit incubators also have tight connections into the venture capital and "angel" investor communities We're talking full-service operations here.

To see if your locale has such an incubator (they're popping up all over the place), just call city hall. Or, you can ger in touch with Jim Robbins (email: JARobbins@AOL.com , tel: (408)938-3921. http://www.sjsbc.org), one of the czars of these things.

How Do We Make It Over the Top?

As excited m I am about incubator space, the bottom line is that we're still \$900,000 or so away from saving \$1,000,000 on our startup. Assuming we're small and we won't get \$900,000 in cost savings from



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The War Stories And High Hopes At PGP Inc.
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"In the information age, privacy has been taken away. The purpose of this company is to restore privacy in the information age."

-PGP Inc. CEO Tom Steding

hings have significantly improved. I laughs Phil Zimmermann, who in the last year or so has gone from the threat of federal incarceration to a position chairman and chief technology officer of PGP Inc. (www.pgp.com), a hopfell and well-funded startup in San Mateo (see ower story interview with investor Dan Lynch. Issue #155, founded last April

for several years, Zimmermann has been at Ground Zero in an Increasingly heated battle over encryption, which used to be an arcane subject, of interest chiefly to spies and mathematicans. Today it is an essential component of keeping private communications private whey wend their way over the global communication network—trade secrets, medical data, confidential discussions, etc.

At the heart of the controversy in the fact that various law enforcement agencies, accustomed to being able to tap phone lines easily, oppose the widespread dissemination of technology that frustrates their information-gathering abilities. Invoking the specters of Kidnappers, Child Pornographers, Drug Dealers, and Terrorists, forces led by Atrorney General Janet Reno and FBI Director Louis Freeh, with the enthusiastic support of the Clinton Administration, succeeded in getting federal legislation passed that would require all manufacturers of networking and telephony products sold in the US to include a "back door" owing federal surveillance of traffic. Known as The Communications Assistance for Law Enforcement Act of 1994 (CALEA) or "Digital Telephony," this law remains in large measure an unfunded mandate though not for lack of campaigning ma the 1-81's part

Another attempt w make surveillance easier supported by the CIA, the NSA, and others seeks to restrict the strength of encryption soft ware exported from the US—in essence, software exported from the US—in essence, software companies may not export encryption lecknology that itsn't easily breakable. Meanwhite, unsuccessful attempts have been made (e.g. the now-notorious Clipper chip) we create an industry-wide standard that would offer strong encryption, with the caveat that a governmental agency would return an archive

of all users' "keys," to be turned over to law enforcement when a warrant is issued

As the night follows the day, Washington rings with calls for ever-stronger wiretap abilities when sensational crimes make headlines. Last summer, for example, the dual disasters of the Olympic bombing and the crash of TWA Flight 800 were enthusiastically paraded by the Clinton-Reno-Freeh contingent as proof of the need for such surveillance to stop terrorism. (They've been invoked rather less lately, as it becomes increasingly unlikely that either terrorism or the Internet was involved.

Arrayed on the opposite side is a perhapsunlikely alliance of civil libertarians and privacy enthusiasis with the high-tech industry. The former group is chiefly concerned with privacy protection front only against the government but against unwanted snoopers in general; the latter is at least equally concerned with the marked reluctance of domestic and overseas customers to buy security products with a builtie welcome mar for US law enforcement, particularly when foreign competitors unhampered by such restrictions is all too happy to sell robust crypto to all comers.

Against the backdrop of this conflict. Zimmermann wrote and distributed a freeware encryption program called Pretry Good Privacy in 1991. While in Tacked a good deal in ease-of-use, and subsequently landed its author between the Scylla of the federal government and the Charybdis of RSA Data Security to this day, though PGP is now a customer of RSA. there is clearly little love lost between Zimmermann and RSA president lim Bidzos), it also attained widespread popularity, garnered numerous awards, and became a de facto standard i For RSAs views on the subject, as side-bar on next page.

We visited Zimmermann and two of his management team CECI from Steding and marketing tree president Linda Haves. so their new offices, where so discussed the amazing events of the past and PQP Inc.s plans for the future

So Phil, how did you happen to get into all this?

I was a software engineer in Boulder, consulting for the mast twelve years. In 1964, I was involved in the nuclear weapons freeze movement, and it was at this point that I decided to write a program that does what PGP does

Which is?

To encrypt files using public key cryptography. Why all you think this product me necessary? In 1984 people weren't exactly obsessing about crypto.

Well, in that year I was active politically, and I felt that grassroots political organizations, or peace and justice groups, needed to have cryptography as protect what I thought would be a growing usage of electronic communication. The Internet wasn't a big thing then, but I thought that sending files across modems was a good idea.

There was a lot of adversarial feeling with the government at that time—that was during the Reagan years. Reagan had done — things that gave the peace movement reason to think that protecting their communications was n good idea.

As in turned out I didn't start writing it right then; I was distracted by writing other software that was used at the time by a Political Action Committee for the nuclear freeze.

Then in 1986 a friend of minima taught me how to do the arithmetic you have to do to do public key cryptography. In late 1986. I developed my first implementation using me RSA algorithm. At that time, my implementation was the fastest in the world I also developed m way of finding large prime numbers that was also faster than anyone else m the time.

But was not a complete application.

This was RSA in a Petri dish.

What most your relation to RSA at this time? Because I know that down the line, problems ensued.

I didn't use RSA software I didn't use whiting from them, other than the algorithms published in academic literature. These algorithms could fit neath, which beck of your bust ness cards. PGP has tens withousands of lines of code, we there's a big difference between what I used from their academic papers and what I actually implemented.

I did see fim Bidzos in late 1986—he was to Boulder to meet with a friend see who was in Boulder treaching eith a riths arithmetic. He also brought with him some software that his company had done called MailSafe and demoed if for me I don't remember very much about the demo, except that it wasn't the way I would have wanted to do things. I never looked at 1s. software eight.

By Mary Eisenhart . Photos: Anne Knudsen

By the time 1990 rolled around I had accumulated several of the components that would be necessary to put PGP together.

Briefly, what mus those components?

A block cipher, a random number generator, an RSA implementation, a digital signature hash algorithm. I started out using MD4, which was written by Ron Rivest (the R of RSA) who put it in the public domain. In that particular case, since he had explicitly put it in the public domain, I thought there was nothing wrong with using it.

It was in December of 1990 that I began work in earnest. At the time I was doing consulting work for Reuters, and there was a lull in the consulting work, so I took time out work on PGP. It took six months, which isn't very long by our standards today, but at the time it was a long time to hold your breath with no income.

I had thought of selling PGP and making money, and was hoping to do that. But about halfway through the project, in the spring of '91, Senate Bill 266 came up. This was a nonbinding piece of legislation, a sense-of-Congress resolution, that said that communication systems makers should put a back door in their secure-communications systems to allow the feds to be able to get the plain text.

This seemed to me to be a harbinger of things to come-and it turns out things actually got worse than that later with the introduction of the Clipper chip, I thought it would soon be illegal to do strong cryptography without a back door, and so at that point, halfway through the development, I abandoned my plans to sell it. and decided to give it away. I thought it was important to get it dispersed as widely as possible, to get it so entrenched that they couldn't take it back from people

So I continued the development and released it in early June of '91.

How did you release it?

Somebody who knew the Internet had volunteered to do the actual legwork to release it, so I gave # to him. At the time. I didn't know much about the Internet-I knew how to send and receive electronic mail, but I didn't know anything about newsgroups for example,

in a short time it was all over the internet

Which, functionally, was all over the world. Was that your intention, to disseminate it internationally? Or you just wanted it nonspecifically out there in much is possible?

Yes, I wanted it nonspecifically out there as much as possible

About five days before the release of PGP 1.0. in June of '91, 1 move 61 a smart-card conference

in Washington, and at that conference ! learned of the existence of another competing email encryption standard called PEM, Privacy Enhanced Mail. As soon as I learned of this product I assumed that it would destroy PGP, that PGP had no chance of success because of the existence of an email encryption standard that had the force of a standard behind it.

The standard had been in development for several years and had the participation of a lot of companies, and perhaps the government some way. There was enough powerful interest involved that I thought this would be unstoppable, and PGP was going to be just this marginalized thing.

But I decided to go ahead and proceed anyway-might as well, since I'd sunk all that effort into it-and it turned out that PEM did not pre-

One thing I did notice in looking at PEM was that it had some important weaknesses. For example, every message had to be signed, and the signatures appeared on the outside of the digital

envelope so that you could always tell who signed it, even without being able to decrypt it Plus it used 56-bit DES (Digital Encryption Standard) as its block cipher, which is something that the government can easily break

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The first version of PGP used a block ciplier of my own design-I had gotten some design elements from someone else, it turns out that later on it wasn't really that strong a design, sol switched to another cipher that was more firm ly established in the academic world

So what happened between and the present with PGP? I remember that you were beleaguered on two fronts, and the feds...

That's right. In fact, the way the attacks were coming from both sides, they each precluded solutions that would be effective against the other

RSA was taking the position that the published algorithm you had used mad covered by their patent?

Yes, that the mathematical formula was corered by a patent. The RSA patent was a domestic

A Few Words From RSA

RSA BELIEVES THAT PGP AND PEM ARE "OLD TECHNOLOGIES" AND THAT THESE MESSAGING METHODS have been surpassed by more flexible and extensible public-key messaging security protocols, namely S/MIME.

Apparently, the vendor community agrees, with S/MIME products already shipping from Nortel Entrust-ConnectSoft, Worldtalk, Frontier, and OpenSoft. Netscape and Microsoft have both announced their intention to standardize on \$/MIME, not PGP, and Netscape Communicator 4.0 should ship next month, instantly creat-

-Kurt R. Stammberger, Director, Technology Marketing RSA Data Security, Inc.

From RSA's FAQ at www.rsa.com

"How does S/MIME compare with PGP, PEM, and MOSS?"

S/MIME, PGP, PEM and MOSS IIII specify methods for securing electronic mail. All offer privacy and authentication services. Since PGP, PEM, and MOSS === all quite different, they need to be compared with S/MIME Individually PGP can be thought of as both a specification and m application PGP relies m users m exchange keys m

establish trust in each other. This Informal "web of trust" works well for small workgroups, but can become unmanageable for large numbers of users. S/MIME, on the other hand, unbries hierarchies in which the roles of the user and the certifier are formalized. This means that S/MIMIL & both more secure and more scalable than PGP Implementations. S/MIME has Readble guidelines for establishing hierarchies of users and will be equilibrium. easy for small groups and scalable to large enterprises. 5/MIME will also be well integrated into many email applications, making it simple for users and ubiquitous.

PEM a specified in IETF RPCs 1421-1424. PEM was an early standard for securing email that specified is format and a hierarchy structure. The PEM message format is based == 7-bit text messages, whereas S/MINE # designed to work with MIME binary attachments as well as cost. The guidelines for hierarchies was also waste (RD) ble in S/MIME. This should allow for both easy setup for small workgroups that don't need to tell part of an allemcompassing hierarchy, and in easy path to move workgroups to the hierarchy that best suits their needs

MOSS is designed to overcome the limitations of PEM by handling MIME messages and being more therefore the herarchy requirements. But MOSS has so many implementation options that it is possible for two independent dent developers to come up with two MOSS mallers that will actually not "talk" to each other MOSS can be chought of as a framework rather than a specification, and considerable work is implementation profiling has reto be done. The overriding goal of S/MIME is interoperability, with a focus on email.

80 MICROTIMES + FERRUARY 5, 1997

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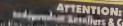


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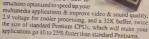
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patent, in that would have suppressed it domestically-and the feds were trying to prevent a spread overseas.

So you have domestic suppression and you have overseas suppression.

Officially, the feds had no authority to prevent its dissemination domestically, but they asserted authority to prevent its dissemination internationally?

That's right

On what grounds?

The Arms Export Control Act Since it's probably not intuitively obvi-

ous to the average computer user that this has anything to do with arms export, please explain! [laughter]

The State Department has a list of items that cannot be exported without a license. It's called the Munitions List, and as the name implies, it's things like Stinger missiles and submarines and things like that. One of the items on the list is encryption software, so you can't export encryption software without a license from the State Department. It's like trying to export missiles

This started a criminal investigation Actually, the criminal investigation

started in early '93. The Customs agents from San Jose contacted me because they wanted to ask me some questions about PGP I was willing to answer their questions because I thought perhaps they needed help-maybe they'd run into PGP in one of their investigations and needed some technical assistance. So I answered their questions

They said they would like to come and visit in Boulder and talk to me directly about it. and that was when I began to suspect that there was more in their interest than getting a tutorial

So I asked the advice of a criminal defense lawyer, and we decided to go ahead and let them interview me, because we thought that if we educated them a little bit they would see that there was nothing here of interest to them. that I had broken and laws

They came to Boulder in February of 93, and. in my lawyer's office, conducted this interview They said they had just talked with Jim Bidzos of BSA, and based on their conversation with Jun Bidzus they thought that PGP was stolen properry, I set them straight on that-I told them that not a single line of code in PGP had been stolen from anyone, that I developed it from scratch. And that in any case if there was a patent issue

involved in this, that should be settled in a civil lawsuit and not a criminal investigation.

The way they came at it was that this stolen property had crossed national borders, and that meant that Customs could investigatekind of like if you stole a car in San Diego and drove it to Tijuana

Their early interest in the case was mainly an intellectual property interest. Later they began to divert their interest to focus more on the export control issues-it seemed that the intel-



Phil Zimmermann: "In 1991, I thought it would soon be illegal to do strong cryptography without a back door, and so at that point, halfway through the development, I abandoned my plans to sell PGP, and decided to give it away. I thought it was important to get it dispersed as widely as possible, to get it so entrenched that they couldn't take it back from people."

lectual property issue had no merit. Over the next three years, that's mainly what the case revolved around

The case escalated quite a bit in the fall of '93 with the issuance of subpoenas from a federal prosecutor. What had happenell was that summer I had made a deal with ViaCrypt to sell PGP.

ViaCrypt was going to commercialize the prod uct because they already had an RSA patent license. We announced this at the Crypto conference in late August of 93, and I told Ron Rivest about a at that conference.

During that conference I called the Customs my defense lawyer wouldn't have approved of, for me to have a direct conversation with these they might be happy to know that PGP was

being sold commercially with the prop

I said. "Well, how's the case doing by the way?" And they said. "The case has had almost mo attention lately, it's been on the back burner, and we've got more important things to do than that case

That was in August of '93 And the information we have is consistent with the idea that they really weren't very

But as soon as we announced the Bidzos, and he reportedly but the ceiling at this, Within a day or two of him hitting the ceiling, the investigation had escalated to a federal grand jury and a federal prosecutor On arms export grounds, == == IP grounds?

On arms export grounds. There were subpos nas being issued, one to ViaCrypt and one 10 8 company that was distributing the freeware

At that time my lawyer contacted the prose cutor and asked if I was the target of the investigation. That's when we were formally notified that I was the target of a criminal investigation by US Customs. Before that time, when they had visited in February, they said that I was not It target of the investigation; in fact they even said there was no target, that they were just in their preliminary stages of looking at things

Within a couple of weeks of that time. I was invited to testify before the House subcommit tee for what later became the Cantwell bill Ifor mer Congresswoman Maria Cantwell proposed industry-supported bill that would have essentially lifted federal restriction on the export of encryption products)

When I went to Washington to testify, I me with a team of lawyers that had been ussent bled. We met in the offices of the Electronic Frontier Foundation, and we actually had and lawyers in the room, from EFF, CPSR, ACLU. couple of private attorneys from Washington

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long time something

Washingto lalking # A and my defense lawver from Boulder I gave does a briefing on the case so far, what for done what I hadn't done, and what communications we'd received from the prosecutor likey gave a very pessimistic outlook at that meeting.

The basic assessment was, "Phil, you're hosed"?
That's right. That was really, I think, the worst

do of the case for me, psychologically I had a nomful of ten lawyers say to me, in a unified four, that the chances were bad Fortunately that meeting took place after the testimony I gree that morning, it would have rattled me too much before!

Now it turned out that as things progressed they actually got better For a couple of months Iddin't talk to the press; I was assembling a defense team and got some of the components from that meeting. But my instincts told me I doubt talk to the press, and so after a couple of months of silence I did talk to the press, and dut improved the situation quite a bit

I think that having all those press articles mereased the political difficulty of proceeding with the prosecution.

In the same wein, there was an aggressive campaign by various organizations to heap wards on you in extremely public ceremonies to counter the heat from the government and make it even more embarrassing for them to pop you.

Yeah [laughter] I tended to think of those things as air cover!

Sometimes people ask me if it's a hassle to go through all these interviews, and to — it's no bassle at all. I think I owe the press quite a bit. If weren't for the press, I might be in the slammer, laughter)

Had seemed to be dragging on for quite a full time. Through a lot of late '94 we were resulting for that, and it didn't seem to be hap pening visit fast. I think it was in early '95 that was a communicated to Washington and that's when we started activating the Washington components of the defense stating to Main Justice.

Something else that happened in late '94 was

that I was returning from Europe from a speaking tour, and flying into Diffes airport. When I got into Diffes airport, they took me aside to search my luggage, but then a guy came up ...m. inseed me to come with him into an interrogation room. This was a US Customs agent who had a dome in the mean that they are the search of the mean that they are they are the mean that the mean that they are the mean that they are the mean that the mean that they are the mean that t

He was interested in asking me questions about the case without my attorney being present. He took me into this interrogation promywhich was this white room without any furniture in it. It kind of looked like # UFO abduction room laughted.

And then he started to ask me questions 1 was trying = resist this, saying "Don't | get = have my attorney present? He said, "No, we don't have to do that because this = a port of entry and we're allowed to talk to you any way we want." I said, "Well, do! have to answer your questions?" He said "No, but if you don't, then we can just all was there until we get this sorted out." He gave me the impression that I was not free to leave until I answered his questions, and I could not contact a lawyer.

I kept on arguing with him about this point of asking for a lawyer and not being able to get one, and eventually he gave up. I think I was in there about lifteen or twenty minutes—my sense of time was not very accurate the finally let me go.

My lawyers responded to this by writing a letter to the Inspector General for Customs that this was me improper thing as do that they knew I was represented by counsel and that this was a violation of my rights. I chink the prosecutor didn't know this was happening—I think this was something Customs did on their own.

Eventually all this got resolved, fairly recently.

It was in January of the that the case was finally droppen. They faxed a letter as my defense counsel the boulder They did not give any reasons in fact, they also faxed a letter of the press at the same time, again, not giving any reasons for it

any reasons for #
Phil DuBots, ms lawyer, called me up at
home and said. "You wouldn't believe what just
came out of my har machine." He read it as
and I said "Wow! Let me come over and talk to
you about it.

I hung up the phone and about thirty monds later a rang again and it was John Markott oron; the New Jork Time. The phone began to ring, and I talked to at least tim press organize to ring, and I talked to at least tim press organize.

tions over the next 48 hours
And then 1 had to go an a business trap so
they couldn't find next

That was a growt san k. Imagh-

to release to analysis scheming gradeline for robation of the Arms I sport control Act was only one months to dispose months for the properties of the one months for the properties of the prop

Well, now that you don't have to do that any more, Phil, what's happening instead? [laughter]

Things have significantly improved:

It's hard to believe—there's people working

Linda Hayes: The fact that Phil did license the product to ViaCrypt, which we then purchased, means that there is a commercial product am there, am it isn't just freeware. But most library a lot of work and do.

Tom Steding: The basic idea behind the company generalizes what Phil's experience has been, and observes that in the information age privacy has been taken away.

There is, for example, the issue of email and its exposure on the Internet. We say that the Internet is made of glass—Theor opius is a big part of the infrastructure, but also its a transparent medium, you see see through it. Email in fully exposed and gets archived along the way and is potentially subject to digital searches and such

There's also the cookie problem People are now beginning a understand that when was surf the way you leave footprints around Irid be analogous to walking around the shopping mall leaving your was and address wherever and go

PZ: A cooker's a file that is kept on a separate by your Web browser, that is downloaded from the Web site where we just visited fix an indication was you have visited that Web site tater if you yets that Web site tater if you yets that Web site again in can tell take you we want there before but it also where we wish some other Web site that other Webs in the web site where you we been

48 I did a radio talk show in San Diego, where the hear had aist discovered cookies and found a 20MB ### that contained his

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whole history of Websurfing, that was there without his knowledge.

As we move into the age of the Internet, privacy's boundaries have moved substantially. The purpose of this company is to restore privacy in the information age. We are building a commercial, for-profit activity for broad distribution in the user community. The user community needs ease-of-use; it needs technical support: it needs documentation: a needs interoperability, it needs scalability. All the things that we intend to provide on the commercial side that are absent in the freeware product. We believe it provides considerable value-added and will support a commercial revenue stream.

Are your potential customers the developers or the end-users?

Both. There's a consumer side of the business that would extrapolate from the current user base, and move forward in the adoption cycles to that people who are now less likely to put up with a command-line interface still want the product and its functionality.

There's a huge business side of the marketplace for small and large companies to establish a privacy infrastructure

LH: Even today, just through the ViaCrypt product, we are in one-third of the Fortune 100 companies. In the corporate world, I know that Lotus

In the corporate world, I know that Lotus Notes is a classic example of RSA-based encryption that's transparent to the user. I also think that they're subject to export restrictions and the export version has shorter keys and is weaker than the domestic version. Are you doing something similar?

TS Eventually There are two obstacles to substantial growth of the business market, for example. One is full seamles, interroperability with applications, starting with standard mai packages. If you look at our product roadmap, you'll see us beginning to deliver that interoperability for mail right now.

The other m scalability, the ability to catalog and track large numbers of keys, so the key server aspect of our product roadmap is important for scalable solutions. You'll see that coming out this quarter, at least in a trial version.

Lit: If you talk m our customers, those are the two items they really would like to see. It's being driven by customer demand.

TS: We imagine a day in which this kind of encryption is ubiquitously deployed and transparent to the user

It seems to me that the fortunes of the company are still highly dependent on regulatory RF MICROTARES - FERRINARY 5-1887 issues: You can't export product, right! You have this problem in common with RSA and all kinds of people, of course. But particularly given the global nature of the Internet, how do you plan to address that! What would you like to see the legal picture be!

It certainly is tied closely to regulatory stuff.

It certainly is tied closely to regulatory stuff.

June 2015 and exportable under current law, although ViaCrypt has been able to get export licenses for US multinationals overseas. The company will not ship weak crypto, because a major attribute of the brand is its trusted position, and the fact that it is uncom-

Tom Steding: "There's also the cookie problem. People are now beginning to understand that when you surf the Web you leave footprints around. It'd be analogous to walking around the shopping mall leaving your name and address wherever you go."

promising. We will stick to that strategy

We believe the US export law is nonsensical, and we'll be pressing, along with our breibren in the high-tech industry, for reconsideration.

How likely do you think that is to happen?

Well. Senator Burns of Montana has told us that we can absolutely win this one once the public understands the issue So a we can gerorganized in the high-tech industry, and were taking inoves to do that, we can speak with a single voice.

PZ: Senator Burns has introduced legislation to lift the export controls.

Similar to the Cantwell bill?

Very much like the Cantwell bill. In fact, last year there were hearings on this in June and July, and I testified at those hearings. It was introduced fairly late in the season so it didn't really get far enough. This year they're going to give it another shot.

TS Our experience so far in that is the public understands the privacy issue on the Internet, including the cookie issue but not inmited to it, there's a growing sense of outrage about their exposure and the fact that the government encumbers the providers of this recliniogs such that they don't have the privacy they would that they don't have the privacy they would

eventually expect as part of this culture

Even as the level of spam—when AOL started blocking CyberPromotions the same hailed them as gods and were really outraged at their lack of options for spam-blocking. Just not being spammed is a privacy issue for people, let alone being snooped on.

LH: Exactly

In addition to the public outrage, there's a business issue. If we are really probibited from exporting strong crypto-based products, that doesn't address what can happen outside their shores. Other countries would be happy to sell those customers strong crypto-So from a straight commercial point of view, the government needs to take a hard look, because we will not stay in the lead as a country.

What is the government's rationale? It's relatively obvious to me that this should happen, but it continues me be a huge struggle. Why?

We've been told, and there's probably a lot of truth to this, that it really is more from the law enforcement side, fear on that side of the house of terrorists, of pornographers. It's the same stories you hear over and over, that's me least the story they say.

But how much of that is valid? There was a great attempt is stir up support for imposing draconian woretap legislation is the Net in the wake of "terrorists" bombing TWA Flight 800, and now it's looking like system failure. It of this appears to be blatant scare tacklet being used cynically and manipulatively is serve some agenda that has nothing to do with the stated one.

It's scare tactics

PZ: Historically, when new technologies have been introduced that might have some bearing on constitutional rights, the government has interpreted the Constitution in such a way that it doesn't apply to the new technology for example, when movies were first invented when movies started to be widely available in the early part of this century, the government interpreted movies as not being protected to freedom of speech. Movies were not "protected speech," they were "commercial speech," and it took many years of litigation to establish that movies should be protected speech.

Similarly, and more widely known—when telephones first became widely available, the government didn't think the Fourth Amendment applied to telephones, because they don't have to go into your house and search your house, they in just put alligator clips a few blocks away from your house and listen in on your conversation, so it was not

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an invasion of your privacy. It took fifty years of litigation to establish that the government needed something like a search warrant to tap your phone

So with each introduction of any new technology that has some relevance to our constitutional rights, the government has always inter preted those rights = not applying to that technology. The Internet in the newest example,

Senator Feinstein suggested that you shouldn't be allowed to distribute information about making explosives on the Internet. Of course, the government, the Department of Agriculture I believe, has pamphlets on how to make explosives out of fertilizer and fuel oil. similar to the kind that blew up the Oklahoma City building. But it's okay for the government to distribute that information in a pamphlet, it's not okay to put exactly that kind of information on the Internet.

TS: As Jonathan Seybold says, the government policy also puts the country at a strategic disadvantage in that it forces crypto development overseas, and yet strong crypto will be crucial to competing and being successful in the age of the Internet. So this is clearly working against the country's best interest.

The government is also, in this key escrow policy, trying to construct an infrastructure in which it would be very easy for foreign governments to spy on US companies, either here or on their soil, again putting us at a competitive disadvantage.

So I think this whole story is nothing less than the old guard, the Cold War bureaucratic, hierarchical, interventionistic mentality, confronting the era of the Internet and the new guard, the fast-moving global economy and the information infrastructure we're turning into. And this drama, in it plays out, will be part of the transition to the latter mentality.

I've even heard a lot of multinational US companies say, in essence, "Okay fine, if the government's going to take this attitude we'll move our crypto factories offshore,"

PZ: As a matter of fact, some months ago Jim Bidzos announced a parmership with the government of China to develop crypto overseas.

TS: The US has this high speed racing boat in the form of high-tech, and this government policy is like a grant boat anchor holding it back

From the standpoint of your Fortune 100 clients, whar's wrong with Son of Clipper [the latest federal key escrow proposal], and weak crypto in general?

PZ: Customers don't want it It's an affront to their hasic sensibilities.

B4 MICROTIMES - FEBRUARY 5, 1997

Even button-down corporate companies feel

Those button-down corporate companies have to sell to their customers too, and their customers don't want ii. At the bottom of the food chain, the man in the street doesn't want his private communication listened to by the government. So whatever products he's going to buy, he's going to prefer products that don't behave that way.

LH: As a person that really looks at the market and at customer demand, I would say that there is a demand for ease-of-use, there is a demand for integration with email products, there is a demand for the management of keys in large corporations, but I have found no customer demand for key escrow by the federal government. It is not something that customers are asking for, and the alternative, weak crypto, is too frightening, because it can be broken

Phil's reputation, and the reputation of this company, in based on trust, that when we say it's strong crypto, we've got a guy here that was willing to go to prison. We stand behind that, and people trust us and they trust our product And for us to not fulfill that promise would be very detrimental, not only to our customers but to us as well.

From a product standpoint, who are your competitors?

TS: We think we've defined a unique niche in the industry, which is cross-platform, crosstechnology, cross applications crypto services What we call providing the crypto dialtone for the information age. We do not know of anybody currently trying to play the same role

Companies like RSA are, to us, suppliers. We use their technology; they represent one set of technology that we use, but there are many others as well Companies like Entrust, which just spun out from Northern Telecom, are were of the Battlestar Galactica of the key-management world for very high-end and government customers, but that's only a small niche. In fact, they appear to us to be a very strong potential partner.

That said, we expect a lot of new entrants into this industry-it's a high-growth market. People are trying to follow the same strategy entering the market today. The advantage you have against those, of course, is time to market-Phil won the time-to market war a long time agoand moving quickly-and we're moving quickly.

LH: At the end of the day, if you want ubiquitous deployment of your product, and we certainly do, then the trust in the brand and the management of that brand becomes a

Phil brings to us tremendous leverage from just his personal brand, and that's something we intend to take with us moving forward. Not just in building the brand for the product, but in the company values. The integrity with which we run this company has a lot to do with what I consider the potential for our success

So the war stories have wound down, and now you have to do a company! [loughter]

PZ: Nice segue!

LH: A company based on values.

PZ: Maybe there'll be more war stories later! TS. We decided in the outset of the company to make what is probably an unusual investment in a startup, in establishing a strong culture. So we defined our vision and mission and purpose-many startups do that We went beyond that to articulate with a team our statement of values-it begins to insututionalize a lot of what Phil had already established as his approach to this. It talks about privacy. It takes trust = a central theme-in his case, it was trust in Phil and trust in PGP. and we're taking it through the company in terms of the way we do business, with trust with employees, shareholders, and partners We've added some fairly strong statements about how we're going to do business, in terms of being marketing-driven and moving quickly and being understated

We went beyond that and did something I've never seen done in a startup-which is establish, in addition to Vision and Values, the third ptece, which is Practice. How me are an open company, that communicates directly, that makes commitments and sticks to them, that's responsive, that's dignified, and models it in the management team. This means a lot to the company, and we believe it builds a strong foundation for the business.

LH: At a pragmatic level, really being sincere about this has allowed us to recruit what consider the top people in this valley, because people and looking for this kind of environ ment-they want a fun company, a company that has a great product; obviously a compan) that's demanding and fast-paced, but where the integrity and the value of the individual is really important.

PZ: This mot a Dilbert office.

TS: Our objective in to disprove Dilbert, fun damentally.

I'm dumbfounded by the chord this has struck with the team and the immediate payof this has represented. There's a deep need for continued on page 10.

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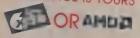








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this kind of approach in this industry, and people are really attracted to it.

Looking at this as if I were one of your investors...

We're doing a second round if you're interested! [laughter]

... what do you see as the threats to your business? All hopeful young startups have riskswhat are yours?

The investors obviously ask that question, and it keeps me up at night.

I always tell them, it's simply execu tion. We have a huge market, we have the brand position, we have the technology, we have the products, we have the team, we have the foundation-it's a matter of moving fast and executing well

Do you feel that there's meed to educate the users that they need this stuff?

PZ: I think the feds have already done that

LH: There is an element of education that is necessary, and it varies from corporation to corporation and from person to person Of our five marketing initiatives, one is educating, not about PGP per se but about the need for encryption and the lack of privacy.

I for one, before I came here, really didn't think about what the Internet was doing to my privacy. Once you become aware, it's a whole other way of looking at the world

PZ: Normally, educating the market

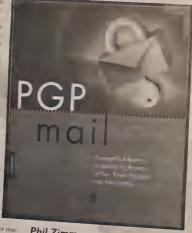
is an extremely expensive undertaking for mar ketting. But I think that in this case, with crypto, so much of a is done for us by the federal government, with the Clipper chip and key escrow controversies, by all the clamoring about the Internet, Newt Gingrich's cell phone conversanon_(laughter) Before that it was Prince Charles.

LH- When I first came on board we talked about privacy and the fact that restoring privacy was really our focus, and how much we would have to educate about privacy versus security-and within two months it became a nonissue. I thought no one would want to write about privacy, but when the Clinton adminis tration started talking about the new encryption pulsey, privacy was front page every day for about two weeks

Azide from general paranois about the feds, what else are people concerned about?

I think just security of information within a corporation. If you look at our customer base 100 MICROTIMES - FEBRUARY 5 1957

on the commercial side, the product hasn't been deployed throughout corporations in these top Fortune 100 companies, but in pockets. It's used where you have sensitive information within companies-areas like HR, mission-critical information. The legal profession is certainly an area where cryptography has become a major issue, and medical files



Phil Zimmermann: "Those button-down corporate companies have to sell to their customers too. At the bottom of the food chain, the man on the street doesn't want his private communication listened to by the government. So whatever products he's going to buy, he's going to prefer products that don't behave that way."

TS: A recent example—a major credit card manufacturer had a laptop stolen with 300,000 names and credit card numbers. Because it was not encrypted they had to go about the process of informing 300,000 users and changing the

credit card numbers—one of them being Phil

PZ: They should use PGPD(sk! (laughter) Tell me a little bit about what your products at this point, and how they relate to the PGP software me know about.

There will always be a freeware version of PGP I promise. As long as I'm chairman of this company. Not only that, the freeware version of

the product will always be as cryptographically strong as the commercial

TS: There's the PGP Mail series which has to do with email interoper ability and strong encryption for that application. That's evolving on the product roadmap, and more and more standard mail packages will have seamless integration with PGP

There's a product area around PGP Disk, which is desktop encryptionlock up your desktop, and it solves the stolen-laptop problem There's PGP Phone, which turns your laptop into a secure military-grade telephone, for both Internet and standard telephony

PZ: You talk into the microphone, it compresses your voice and encrypts if and sends it out through the modem. and at the other end the steps are reversed, so you have a two-way realtime conversation that's secure.

Newt should have had this product! [laughter] We don't have a cell ver sion at this time, but we hope to

TS: We have products for key directo ries, key servers for large installations where you have a large number of keys, keeping

track of those. We have a Cookie Cutter product that allows you to surf the Web anonymouslythat's on the market. It's a full set on the client side and the server

side, and also development kits for third parties Are you doing anything in the area of digital PZ: It's something I find interesting, and we'd like to do something in that area, but we've got

our hands full right now. PGP has become a worldwide de facto stan dard over the last five years. Nearly all the encrypted email in the world today is encrypt ed with PGP It's won numerous industry awards. It's done all this without any resources without any paid staff, me working out of my home in Boulder with volunteer labor while under criminal investigation

Imagine what would be possible with a company behind n.

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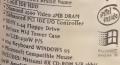
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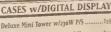
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Industry Insights continued from page 20

Thus, even if NC costs as much as a PC in an under-supported work environment, it might keep its users happier because it is less likely to have operating system problems, mysterious crashes, and so on Companies experimenting with NCs are therefore likely to put them in jobs where there is currently no computer, as compated to replacing an under used PC with not NC. Most people don't like having options taken away from them, even if those options me making their work harder

There is also some chance that NCs will be easier for novice users to learn to operate. This will be very hard to judge, however, since it is likely that they will be put me the desks of people who have avoided computers until now. These people are probably harder to train and may be reluctant to learn how to use computers; otherwise, they might have tried before now. However, because NCs will be used for more limited tasks than PCs. smart software designers can make the software require less previous com puter understanding.

■ Different Computer For Different **Applications**

The biggest problem with today's personal computer market in that, even though you can make a zillion different kinds of computers, almost every hardware and software company is trying to make something like the one that already out there. Occasionally, you get some radical thinking but not often. The NC could be the platform for such radical thinking on the part of the software industry if they stop trying to make it as useful an today's PCs Consider the people in large companies who don't have a computer on their desk: What would a computer offer them? You rarely find peo

EVEN WITHOUT PROOF OF LOWER SUPPORT COST MANY COMPANIES WILL BE WILLING TO TRY OF NCS BECAUSE THEIR SUPPORT COSTS ARE THROUGH THE ROOF, AND IT IS ALMO TO HIRE GOOD TECH SUPPORT PEOPLE

ple without telephones on their desks, at least in the US. The function of the telephone that makes companies want to put them on every gest is that they're communications devices directly connected to the other people in the company.

Software that is used strictly for in-company communication could be the thing that attracts interest for NCs. The two dominant communications tions media on the Internet, email and the Web, can be tailored for in company communication with good software design. Although there already plenty of tools for this, they are clearly not good enough to added this larger audience; otherwise, companies would be putting PCs on ever desk to run them

What is needed is incredibly simple email and Web interface. Some thing that rivals the telephone (which, even for business models with 100 of features, is a order of magnitude cheaper than an NCI. Hower that's not enough, since corporations are also used to having some for trol over how company telephones are used. Software that is exceptions ly easy and also has a good administration package could help sput No sales over the next five years.

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he latest in a string of national record closes for stocks was reported last month. led by the bellwether Dow Jones Industrial Average, which burst through the 6800 level for the first time bulls way to another record high The 540.16-point rise in 'The Dow' amounted to a Whopping 8.7%, gain for the month. In fact, all the major national indices rewrote the record books last month. the S&P 500 reached to 776.70. The NYSE Composite lifed to 409.31, and the Nasda Composite lift 1549.2.

What happened to MICroTimes portfollo? It followed suit, gaining 388 55 points, or 466% to close at a record high of 8729.83. Of the Stocks in the MicroTimes Index, 20 companies saw their stock rise last month, while nine declined in price.

Turning in the headlines that dominated last month's trading:

Shares of semiconductor companies once again very popular with investors last month. Advanced Micro Devices galloped ahead \$7.25 a share, or 26.7%, en route to a close of \$43.80, but not before it hit is is 52-week high of \$35.00. Last month. Morgan Stanley analyst Byron Wein added Advanced Micro Devices to his model portfolio, prompting a raily in the stock price. Separately, AMD posted a fourth-quarter net loss of \$21.2 million on sales of \$397 million, s. profit of \$35 million on sales of \$497 million, s. profit of \$35 million on Separately. Separately, and separately considered the loss, see the separately considered the separately considered the separately considered the separately separately considered the loss of \$21.2 million on sales of \$595 million in the year-ago period. Despite the loss, see was the largest percentage-galance of the lot lost month.

Motorola rolled 25.9% higher iiii route to a close of \$67.50 after trading iii high as \$69.75 a share during the period. Uke AMD, Motorola, too, was added to Morgan Stanley's model portfollo last month by analyst Byron Wein.

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Demand Stealth 3D SVGA PARM SALE I WEDE CD-ROM 1 Stavetable 32 Sound Card

C'SEN Power Stereo Speakers 38Ftx Modern Plug&Play, V34 * Yara Mail Internet Ready TIJZE SVGA Color Manitor TI CHIS ROPPY Drive

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- 33.6 Fax Modem, Plug&Play, V34 w/Voice Mail Internet Ready
- 15"NI.28 IIIIIIIII Color Monitor ■ Hammer Floppy Drive
- # High Speed I/O Port 25,12,1G ■ Keyboard for WIN '95 104-K
- Medium Tower Case,7-Bay
- 3-Button Mouse
- Pre-installed w/Manual,CD

- (16M : 1 6G : 8X : 15" / 33.6)
- If Intel Pentium® Processor
- Triton VX Motherboard, Support MMX^{rs} Technology, PNP BIOS
- 256K Pipelined Burst Cache EDO RAM (Max Manual
- 1.6GB EIDE Hard Drive EIDE Ctrl (up to & Devices) IN ME PO SVGA 2MB EDO SUNS
- 8X EIDE CD-ROM M Sound Card, WIN '88 F III
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- (16M 1.6G 14")
- Intel Pentium® Processor
- Triton IIII Motherboard, Support MMXTM Technology, PNP IIIIII # BIRDE Pipelined Burst Cache
- SMIRE EDO M. (Max 128M8) # 1.6G8 EIDE Hard Drive IN PCI EIDE Ctrl Bill to 4 Devices
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- # 14"NL28 SVGA Color Monitor ■ Bassilli Floppy Orive
- # High Speed 709 Port 25,1R1G Keyboard for WIN '95 104-K
- Mint Tower 100, 6-Bay of Personal Persons
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- 2.0G 12X 15 33.61
- 6X86 Processor
- III Inton VX Motherboard, Support Because Technology, 2009 8105
- 256KB Pipelined Burst Cach
- 16M8 EDO RAM (Max 128M8)
- 2.0GB MM Hard Drive
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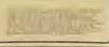








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- 256K Pipelined Burst Cache / Plug # Play BIOS · 16MB EDO RAM (Expandable to 512MB)
- 1.6GB Enhanced IDE Hard Drive - PCI Enhanced Mode-4 IDE HD Controller
- · PCI ATI Mach 64 Video MPEG (2MB DRAM)
- 15" MAG DX1595 .28mm, 1280x1024, Non-Interlaced.
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Computer of the Month

AST's Ascentia J20

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etendy, the company has redirected us locus to the mass-market merandisers, with many of its models was available in Wal Mart stores. Its Street entry in the notebook market toks to be a winner for that segment of the market. While the Ascentia J20 by much to commend it, its most *** retail price of 11,799. The unit weighs just under 6 by and is a fairly standard 9" x 11.4" m

many of the notebook comtoters I review are higher-end systems because this is where the most innovleatures appear first, there is a tions demand for good notebooks are more affordable. The Ascentia both a good price and many of the features most in demand Truly. the is an amazing

Tolebook computer bribe price.

Fowered by a Anthom 100MHz thip, il comes with MB of RAM, expandto 40MB (8MB rura for \$170). The Attentia 120 comes

ha 120 comes a removable 540MB hard drive. A slightly emovable 540MB hard drive a second emovable 540MB hard drive a second emovable comes with an 810MB dive and for an additional \$1,149 you can

The display measures a generous 11.3" diagonally. It is a dual-scan LCD, offering a clear display with a resolution of 800 x 600 If you require em external display, it is easily attached

The Ascentia J20 i∎ rich on power conservation features and, amazingly, has I lithium ion battery pack. This technology is frequently found only on the more expensive units.

through the port me the back. You can get higher resolutions on both the internal and external monitors, but if you choose a higher resolution on the internal display, you will have to pan

The keyboard is adequate and includes a couple of the special Microsoft keys that are so helpful in Windows 95. The pointing device is in

SmartPoint button that rests in the middle of the keyboard and moves the cursor around This m not my favorite pointing system-I cannot work with a see fast me I can with a conventional mouse-but it works well enough after go, however, a mouse to simply not practical But, at your primary work through the serial port, I had a hard tune finding the pointer mn the display much of the time. Finally I changed the mouse settings in show a tail. This let see the pointer as it was moving the mann. Making this change m especially helpful wm LCD displays.

The Ascentia J20 m rich am power conservation features and, amazingly, has a lithium ion battery pack, This tech-

found only on the packs (\$199) are available. When you power down the machine. you wan choose to put it in suspend mode. which will bring you

back to where you left off the next miss you power up. If you simply close the unit, it will also go into suspend if you set your machine up for this option.

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Laptops continued

It also has a built-in 14.4Kbps fax/modem. If you want a faster modem, you can connect it through one of the two PC Card slots.

While It has sophisticated audio features and software, it does not have a CD-ROM drive. This

the drive is that so much software now comes only in this format

AST bundles a variety of software with the Ascentia 120. You have a choice of installing either Windows for Workgroups or Windows 95.

AST rounds out the package with a three year warranty as well as a host of online, far and voice response technical support options If you want a new notebook, but don't want to spend a lot of money, this is certainly a model to consider.

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If you want a new notebook, but don't want to spend a lot of money, this is certainly a model to consider.

is not surprising for this price. AST offers a 6x drive (\$530) as an accessory. You can purchase = external CD-ROM drive for less money if you are on a light budget and it will work well. I must now confess that increasingly I find a CD-ROM drive a necessity. The reason for having

The one you do not select will be erased from the system. Puma's TranXit software supports the infrared port to facilitate the transfer of files over the IRDA port. And finally, you get other software including the ubiquitous Prodigy, America Online, and CompuServe starter kits.

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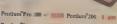
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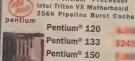


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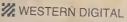
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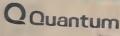
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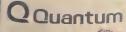
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INTERNET . BY JOHN S OURPTERMAN

Languages on the Internet

Determining A Lingua Interneta

A cursory

reading of USLNET in IRC might indicate that the Matrix has its own language and it's not quite like any human language. Somewhat more seriously, the Internet and other networks have been accused of imposing English as the universal network language. Is this true? Yes and no

Diversity

Want to converse with somebody in Portuguese. Spanish Gaelic, English, Scots Dutch, Frislan, French, Catalan Italian Esperanto, Latin, Romans, Romanian, German, Czech, Russean, Yorube, Hebrew, Arabic, Gujerati, Talian Isgalog, Chinese, Mandarin, Cantonese, or othert, Korean, Iapanese, Hawaitan http://ieeuwoleba.hawait.edu. — Native Mandarian (puk. Native Mandarian), Dabel auregon eclulyamadaiguide.

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Sea had a specific car of approximation





Internet and become visible es well as audible to the world. For example, The Dokora Language Homepage into passes of usual comes into a has audio at both phrases and placement.

the transfer may be represented in a contract of the second by the secon

ever, may be the restrostant of their heritage. Like manative Indian languages the Oncoda tongue was dyingou now the tribe has money to spend reviving it with the creation of a new waiter form and the production of CD on which ciders to angestral tags.

The Onerdas, you see have be taking advantage of their sort eign status to run casmos 2

thus make money. It's been said that a bigs is a dialect with an army and a may been norme success is the best guarantee of lies the success, witness Catalan. Where Catalas is no army, navy, nor national indeposable set facelona successfully historian discounting and everythods, most knows where it is could be larguage it speaks, Catalan is border so than, for example, Cadrean with closed Bourance larguage spoken on the onesses Spain, where Californ sort is not as a failer than the reaching the control of the support of the control of the country of the c

Archaicism

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Chapa and sa kita ka Atta ka ita anga

Internet continued

are on the Net. Did you want to know why musty old English manuscripts often have "ye" where we would write "the?" I knew you did. It's because often the "y" isn't really a "y"; it's an approximation of the Old English letter called a "thorn" which is properly written more or less like a "b" and a "p" superimposed. And the thorn is pronounced like what we would spell, you guessed it: "th."

For that matter, "And certaynly our language now used varyeth ferre from that whiche was used and spoken whan I was borne ... " as William Caxton wrote in 1490. If I

never hear the word "puter" again, it will be too soon. Although I do find it amusing when someone uses "pc" as a synonym for "computer" of any kind. Few people seem to remember that it was originally "PC," capitalized as an acronym for "personal computer." Where is the "c" in "puter," I wonder? The horror of it is that in twenty years, "puter" will probably be as common as "phone" for "telephone."

Reminds me of the time my motorcycle broke down on the road to Accra, shortly after I had crossed from French-speaking Togo into English-speaking Ghana I asked one of the fellows on the truck that picked me up some question in English about Accra, and he said, "Don't you speak English?" Maybe I was still practicing Frenchstyle elision, much like dropping the "com"

For that matter, "email" is not nearly as good

as the original: "netmail." How do I know that was the original? Well, I've been using the stuff since 1977, and I was just discussing it with Michael Padlipsky, who is one of the people who invented it, = distinct from mail on a single computer, which is of course just "mail." Computers and networks have produced = rich set of jargon (http://www.datamation.com/ Plugin/humor/jargon/).

As William Caxton said, "Certaynly, it is harde to playse every man by cause of dyversite & chaunge of langage."

were close to gone, and came back, such as Czech and several Native American languages, some of which had no living speakers at all before they were revived. Will the Internet provide the incentive to bring back others, such as Cornish? Or to formalize relatively informal ones, such as Yiddish? We shall see. It certainly has the power to permit geographically separated practitioners to discuss with one another such things. Perhaps a language will soon be a dialect with a Net connection

It's been said that a language is a dialect with an army and a navy, but economic success IS the best guarantee of linguistic success...

But the Internet lowers the cost of distributing materials about one's language not only to its native (or at least descendants of native) speakers, but also to EVERYONE else.

Dum Languages?

Some languages never completely die, such as Latin. Maybe nobody (except perhaps a few monks and nuns) speaks it im daily conversation, but so many historical documents are written in it that there are still plenty of people who know it. The pope even writes in it

Other languages were pretty well gone, but were revived, most notably Hebrew. Yet others

The Will Onns

Lots of people assume that the Internet is all-English in daily communications and on Web pages, and that the culture of the Internet is basically American. So the Internet would be a form of American cultural imperialism

It's not so. Some countries, such as Japan. perform practically all Internet actions in their local language. It's true men people in Japan

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Online Guide

Internet continued

have to use English to communicate with people in the States and elsewhere, but that's actually an advantage, since most people == more fluent in writing and reading a foreign language than in speaking it. The Internet in addition decouples information interchanges so that the person using = foreign language doesn't have to respond immediately, instead having time to think.

In The Place of French in the Internet part one http://www.mids.org/mn/806/french.l. html) and part two (http://www.mids.org/mn/806/french2.html), Daniel Plimienta (d.p.imienta@/jurredes.org) explored languages on the Internet by a simple but effective technique. He looked for keywords in Web pages, picking words that had cognates in English, French, and Spanish. His results were rather interesting, Yes, English is by far the most prevalent language on the Internet. Considering that about 60% of everything on the Internet is in the United States, and

the next two countries by total hosts (http://www.mids.org/mma/304/) are the United Kingdom and Canada, with Australia not far behind, any other result would be hard to understand. Nonetheless, French words countred about 5% of English ones, which would indicate around 4% of World Wide Web resources are in French. That is more than double France's percentage of Internet hosts. Not only

that, but French comes in higher in certain cultural areas than others. And individual French cultural figures score high in traditional French cultural areas; everybody has heard of Napoleon, for example, even though Mickey Mouse more famous.

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Yes, English is by far the most prevalent language on the Internet. Considering that about 60% of everything on the Internet is in the United States, and the next two countries by total hosts are the United Kingdom and Canada, with Australia not far behind, any other result would be hard to understand.



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STREET . BY BILL GRAM-REEFER

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The good

news for computer users with internet connections is that there'll be m growing number and variety of online news sources from which to choose. These online services offer different business models to consumers—from

advertising-supported broadcast of news to specialized, roll-your-own reports. Some services can be sent directly to your email address, while others you must go get yourself, there's, even a news service that pumps the news to your computer automatically, serving as newsfeed-as-screensaver.

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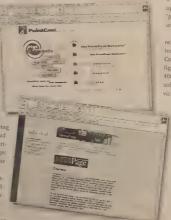
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Already available for Mindows-based PCs.

PointCast offers a Macintosh beta with full shipping version due soon. The Mac beta includes drop-down menus dragand-drop text and graphic: support for Open Transport and Internet Config and cool screen lades that leverage the graphic of power of the MacOS. So far the Mac version offers as mels News. Companies Indistricts Weather Sports and Iterative Supress West Control of the Mac Cool of the M

& Poor's Comstock stock ticker

On the Wintel platform PointCast has teceived major support from big players Microsoft, for instance, has announced it will include the PointCast Network on the Microsoft Internet Explorer Active Desktop



MSNBC the online joint venture between Microsoft and NBC has all agreed to be a constant information and are Additional after a constant property of the constant property

Mercury News, and The New York Times Also, a part of the agreement between PointCast and Microsoft, PointCast will distribute Microsoft Internet Explorer Web client as its preferred Internet browser, upon the release of its PointCast Network 97 due in the second quarter PointCast will also support Active X technology and formats that support the ability to "push" content to users without their having in search the Net.

Meanwhile, Compaq has expanded its interrelationship with PointCast to deliver a cuttomized version of the PointCast Network. The Compaq Channel, now shipping with most on figurations of the Compaq Deskpro 2000 and 1000, provides distribution of articles, news of software and driver updates, new products, setvice and support topics, press releases, industin news, and other information important of

Compaq—and, perhaps, its users.

Software for the PointCast Network of free. Advertising also marches across both Windows and Maciniosh versions of the PointCast client software can be downloaded from http nieuw priming and the PointCast client software can be downloaded from http nieuw priming cast.com. Note that the first Mac version requires a PowerPC and the use of Ope Transport, while a 68k version is sthickly and the software control of the point of the point cast provides resistantly port on a one-business-day turnaround A wide range of macing and constantly updated status reported in positions of the PointCast Network are exactable in calling 1-80-80-8-71.3

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Guide

Online Services continued

Daily Name

Some Internet search providers are also getting into the news service business, as well. InfoSeek has recently announced its first news service, called Daily News. Positioned to attract corporate internet users the Daily News will allow Web users to search for attricles from six news publishers. The New York Times, The Los Angeles Times, the Washington Post, the Chicago Tribune, the Sort loss Norcary News, and MSNBC. At first, InfoSeek will allow searches for same-day stones only, but has plans to allow fuller time-dated queries.

InfoSeek has also said it will expand its list of news and information more to over 1,000, with a one-month archive. An automated clip ping service will also be rolled out that will enable users to receive af articles on a certain topic.

In the heat of Internet search-engine competition, InfoSeek claims its news service will be different because it will offer more 'high-profile' sources. This, in its bid to distinguish itself from other popular search engines like Yahoo, which InfoSeek claims is mainly targeted towards consumers. InfoSeek wants to focus on its estimated 70% of existing users who are corporate customers.

Newsbytes

As many online news services, including some of those mentioned here, publish Newsbytes, you may want to get closer to the source Founded in 1983 by Wendy Woods, Newsbytes provides comprehensive coverage of computer-industry topics with firsthand reports from writers all over the world



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BY MICHELLE V. RAFTER

Stop Spam!

Fighting Back Against Electronic Junk Mail

You get it.

You despise it. So quit complaining and do something about it. It? Spam. Junk email, Unsolicited bulk mailings, Postage due marketing.

Whatever you call it, the unwanted crud is creeping into in-boxes everywhere like so much electronic kudzu, the scourge of the PC class.

Unless you're Rip Van Cyber-Winkle, you know spam is commercial messages, massmailed to scores (if not bundreds or thousands) of unsuspecting email users simultaneously to advertise the senders' newest gizmos or get-rich-quick schemes. Spammers buy email addresses in bulk from companies that use software robots to collect them from Usenet posts, Web directories and Internet access providers' member databases. Why do people hate it? Apart from being incredibly annoying and violating every known rule of Net behavior, spam costs time and money to get and get rid of, for both Internet access companies and consumers. In fact, spam has become Internet users' Big Gripe, leading companies such as America Online and CompuServe to sue super-spammer Cyber Promotions Inc. to stop hundreds of thousands of junk messages from flooding their mail portals every day Exasperated consumers are signing online petitions and screaming for anti-spam regulations. Crusaders have taken to building Web sites exposing stupid spam

The problem is it's not so easy in get ind of the problem. There's no spam repellant that works everywhere, every time. There's no American Junk Email Association to call and temore yourself from The List There's no annspam law, and its not clear whether casting legislation banning junk faxes and certain telephone solicitations is broad enough to cover junk electronic mail.

But that doesn't mean you have to take it.

You might not be able to kill off the spammers—wouldn't that be nice?—but you can prevent most of their sales pitches from clogging up your email box. How? Remove yourself from email lists, use mail filters, excise personal information from Web directories and complain or anyone and everyone connected to the problem. Read on, and be spam-free.

1. Return 🎮 Sender

The simplest way to stop getting spam is to remove yourself from the spammer's mailing list, though it's Bittle more complicated than hitting the "Reply" key and saying "Get lost." When you get spam, look for instructions within the solicitation that exhaling.

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The PC class.

how to get off the list, usually a separate email address to write.

If you log onto the Net from America Online, CompuServe, Prodigy or another online service, make sure to include your entire linternet address in your request (i.e. "name@prodigy.com"), not "name@prodigy.com"), not the LD, you use on the service.

In the unlikely event a spammer includes an address, phone or a number in the message, follow up your online request with a snail-mailed letter, and at fax.

Unfortunately, many spammers don't include instructions for de-listing yourself, and just as many fake their return addresses to play hard to get. If that's the case, you'll need to do a little more work.

2. 🔤 🐧 Cry Baby

You've asked to be removed from a spanmer's mailing list but the garbage is still piling up Now's the time to complain.

Start by writing the spammer's Internet service provider. Because spammers hide behind fake email addresses, that's easier said than done. You can ferret out a spammer's real address, a least the domain they're sending mail from, by tracing information in the spam's Header field, the lines of code that trace the machines through which a piece of email has traveled. See Internet consultant John C.

Whatever This 28.

Rivard's Stop Junk Email site (http://www.mcs.com/-jcr/junke-mail/htm/lfor an excellent step-by-step guide to tracing span to a legitimate address on a legitimate server. The alt.spam FAO (http://digitat/net-gandal/spam-faq.htm/). "Figuring Out Fake Email & Posts." also provides a complicated but thorough explanation of how to spot a fake return email address and trace it backet out spot as fake return email address an

If you know the domain the spammer is using to send mail you can use InterNICs whou service (http://rs.internic.net/ep-bin/uhobis) in find a name address and phone number for a person responsible for that inschance and

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Stop Spam! continued

who their ISP is. If you can't get a name, most domains registered with InterNIC have an "abuse@(domainname).com" account you can send complaints to Some non-standard abuse addresses are. support@portal.com 70006.001@compuserve.com , GNNadvisor@gnn, com, spamcomplaint@mci.net . and srb@spry.net America Online subscribers can forward junk email to TOSemail1 or TOSemail2, and read more about what to do at Go. Spam Update.

It wouldn't hurt to alert your own Internet service provider to incoming spam, especially if the spammer is sending our mass mailings with a forged LD that makes it look like the mail

3. Don't Be a Bozo, Use One

To weed out unwanted mail before you see it. use a "bozo filter." Most email programs have built-in filters for routing mail to different inboxes, sorting messages based on their importance and blocking mail from stalkers, harassers

and other weirdos. The same filters can be set up to spot mall from a known spammer and automatically transfer it to your email program's electronic round file

For example Qualcomm's Eudora Pro 3.0 software could be programmed to spot incoming messages from "anyone@evilspammer.com" in the "From:" or "Reply-To" lines of the Header field and automatically transfer them to the program's Trash mailbox. Unfortunately, free versions of Euroda Lite widely disseminated by Internet access providers don't have filter options.

Internet users who log on from UNIX machines can set up filters am procmail and mailagent, or BBDB (http://www.netscape. com/people/jwz/bbdb/), all popular UNIX email readers. Find more details in a comprehensive filtering mail FAQ (http://www.cs.ruu.nl/ wais/html/na-dir/mail/filtering-faq.html) for UNIX users.

If you log on at work, server-based email programs such as Lotus Notes. Microsoft Exchange

and Novell GroupWise can be configured to block addresses If you're getting spam on the job, let your company's Internet administrator know you've got a problem and ask what they

In mid-October America Online installed its own junk email blocket, a service called Preferred Mail that filters ads from more than fifty known spammers AOI subscribers who want to receive commercial mailings (yes some people do) can turn off the block at Go Mail Controls. AOL is curbing its own junk mailings, allowing customers to permanently block the pop-up ads that appear when they log on by altering their member profile at Go Marketing Preferences CompuServe is considering adding spam blockers as well.

Filters have one major downfall. You can't block addresses you don't know about, and spammers change addresses more often than Dennis Rodman changes hair color. To really get rid of spammers, you've got to outwit them

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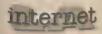
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Stop Spam! continued

4. Keep Ynur Address Tourself

Spammers compile email lists from addresses they collect online, and the pickings are best on Usenet newsgroups, where people post tens of thousands of messages m day. Spammers use robot software called header scanners to cull email addresses out of "From:" lines in posts' Header field, collecting thousands at a time.

Some newsgroupies elude scanners by deleting their email address from their posts. But that prevents anybody from reaching them by private email. Craftier newsgroup regulars get around the problem by using a fake address in the "From:" line-or leaving it blank-and including a bona fide address in a signature at the end of their post

"Since I made this change, my junk mail has reduced somewhat," one happy Internet user says, "and I expect it to drop drastically im a few more weeks as older information begins to wash off newsfeeds. It's not very cost-effective to extract email information from a grepped newsfeed when it's formatted like I have it."

5. Make Yourself Invisible Dr. Mailing | Interest

Automated mailing lists are another source of addresses for spammers, because anyone some issue a simple command via email to

ARM YOURSELF

THE MORE YOU UNDERSTAND HOW SPAMMERS WORK, THE BETTER You'll be at avoiding them and protecting your personal information online. Here some additional internet resources to start you down the path to anti-spam self-enlightenment.

• news.admin.net-abuse.email—The Usenet newsgroup devoted to discussion of spams and ways of eliminating spammers' accounts.

* The Netizen's Guide # Spam, Abuse, and Internet Advertising http://com.primenet.com/spamking/>—A much-referenced guide electronic junk that includes definitions acceptable mass-mall practices, links to other anti-spam pages, and a blow-by-blow account of the Webmaster's personal vendetta against one relentless spammer

*Netizens Against Gratultous Spamming (NAGS) (http://axxis com/-lan/nags/index html--Explains the "I'm Nice." "I'm Annoyed" and "I'm Really Pissed Off" methods of dealing with spam and Imparts various spam-detection techniques.

* Text of Section 227 Title 47 of U.S. Code thttp://www.caprobate.com/faxlaw.htm)—The so-called 'Junk fax' law that some spam haters interpret to cover junk

Stop Junk Email (http://www.mcs.com/-jcr/junkemail.html)—Run by JC R Design and Consulting, this comprehensive anti-spam site Includes news, answers to frequently asked questions and a primer on dealing with Junk email.

Junkbusters (http://www.junkbusters.com)—Offers a free Junkbusters Spamoff notification to post on your Web site telling spammers to get lost, and provides other spam-stopping ups

'Cet that spammer! (http://kryten.eng.monash.edu.au/gspam.html) Instructions for sniffing out a spammer's real address example com-Paints, links to other junk email sites and model privacy policies for Internet servisis providers. -Michelle V. Rafter

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Stop Spam! connnued

asplay every address on the list. It's just as easy, however, to make we your address never shows up in a request

San by discerning what software the mailing list runs on, three pupular programs are Listsery, Listprocessor and Majordomo. A good my to find out is by looking un the instructions you received for subsobing and unsubscribing, (e.g. "listserv@mailinglist.com" or "major-(omo@mailinglist.com")

Next, send the following commands to the list keeper, the address wite to get on or off the list, not the address you post messages to For Listserv mailing lists: Test if you can display mailing-list इंदीesses by sending the message "REVIEW" to the list keeper with word "REVIEW" in the body of the message. If it works and you unito prevent your name from appearing, send the listkeeper a meswith "SET (listname) CONCEAL" as the text, with the name of the In the place of "listname." To reverse the request, send α message "SET (listname) NOCONCEAL" in the text.

for Listprocessor mailing lists: To display addresses on a list, send the listhceper the message "REView (listname) SUBscribers." To con-(ta) your name, send the message "SET (listname) CONcealYES." To the request, send the message "SET (listname) CONceal NO." Majordomo lists are either "private" = "public." Anyone == use a has distance either private puone 18,700 public list. bathe command doesn't work on private lists. If you're concerned boul privacy, ask the listkeeper if the list you subscribe to in public or

Ingle If it's public, find out if they'll change it. There are other ways to shield your identity from spammers, but hay involve extra work, and money.

6. Use Remailer and Allines

analers originally set out to offer people a lifetime email address so re mally set out to offer people a flietine enion of maller how many times they switched Internet service providers. name now many times they switched Internet service and said and associates could track them down. But some savvy email-

bemailers work by issuing an email address that automatically Granders work by issuing an email address that does pobox mail to the subscriber's current email box or box of the subscriber's current email box or box of the subscriber's current email box or box of the subscriber of the subscribe salet service, which includes three aliases. "Give the first alias to refrice, which includes three aliases. Give me and sand family. Give the second to business associates, and the second to business associates as the second to business as the when the third to post to newsgroups, Internet expert Fred Hapgood auto to post to newsgroups, Internet expert recommendates. Then, set up the filters on your email program so mail then, set up the filters on your email program. Aliasses No. 1 and 2 dumps into your inbox, and mail from Alias 3 800s directly into your electronic waste basket, or into a low-Sente directly into your electronic waste basket, or unversely "Usenet" or "Spam" mailbox you can flip through when

which allows to cloak your identity in through anonymous remailis which allow People to post messages and send email without allow people to post messages and send entail and the sany personal information. Find out more about anonymous casilers at Raph Levien's exhaustive remailer list at Raph Levien's exhaustive remailer Spapas seekeley.edu/-raph/remailer-list.html), or at remailers The pass cherkeley edu/-raph/remailer-list html), or at remailer-list html), or at remailer-list html), or at remailer-list html), or Seattle WebWorks ass (http://www.cyoer http://www.cyoer h

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Online

BY JON LEBKOWSKY

"Parental Control" Software

Who's Really In Control?

CyberSitter

I loaded the ten-day review copy of the software, then found my mailbox blocked because it's at an "offensive" site, well.com. I had to disable the blocking function and restart Windows to send and read email! Imagine my surprise.

My reasons for evaluating CyberSitter have nothing to do with wanting to block sites from my 4-year-old grandson, who lives with us, and who's Into Tonka and Sonic the Hedgehog on CD-ROM, and so far totally uninterested in the World Wide Web. In fact, I wouldn't block his access if he were a teen, all surging testosterone fizz and high curiosity about worldly matters. I wouldn't block, because blocking is not good parenting. It's conventent, for sure; it would save me the task of facilitating his understanding

Authoritarianism is like that, and believe me, CyberSitter is about authoritarianism: In addition to blocking the "bad" sites, CyberSitter tracks "violations" and records them for

To Block Dr Not To Block

My real reason for checking this software out is the latest Net controversy. To tell you how I got here I should roll back the clock several months, to the point where reporter/activist Declan McCullagh and I engaged m heated debate about blocking software.

I can see in retrospect that we were having two quite different conversations. Declan argued the negatives of blocking software, especially the consumer's ignorance of the content of the blocking software's database, which is encrypted and "hidden," ostensibly because it's ISO INCROTIMES . FEBRUARY S. 1897

a competitive trade secret. If I have access to your database and know who you're blocking, I can build a competing product that will block the same sites and then some.

Since the database is hidden from view, the parent has no way of knowing if, for instance, it follows a political agenda, e.g. blocking all "left-

BLOCKING SOFTWARE IS A CONCEPTUAL REPLACEMENT OF GOVERNMENT CONTROL WITH PARENTAL CONTROL, AND THAT'S WHAT WE ALL WANT. BUT IT'S AN ABDICATION OF PARENTAL CONTROL TO A THIRD PARTY, THE SOFTWARE MANUFACTURER WHO MAKES DECISIONS ABOUT WHAT'S OKAY

SEE AND READ ist* sites but not sites that follow a right-wing agenda (pro-gun, anti-abortion, etc.)

AND NOT OKAY FOR KIDS TO

I was arguing the parent's right to block, not because I thought blocking was a Good Thing, but because an argument that a child's information rights supersede parental authority

seemed impractical and wrong-headed, gnit that we haven't clearly won information tight for adults at this point.

Though I'm still convinced that a patent has the right to block, if that's what is)he wants is do, the CyberSitter experience has brought do ity to my slightly overtaxed mind regardes Declan's arguments, and I have to agree the blocking software has some real problem especially given the example of CyberSater

SolidOak, which sells CyberSitter, says if software blocks "any site that contains contithat parents might find objectionable for the pre-teen children." But it's not necessarily per teens that are blocked. As CEO Brian Million told me: "CyberSitter is intended for use b) p3 ents. Our criteria are based on pre-teen use however, it is entirely up to the parent how it used and whom it is used with 'It's possion then, that a teenager of 17 or 18 years might is pre-teen access restrictions

Investigative Surfing

There are several other blocking software for ages (such as SurfWatch, CyberFaire NetNanny) with blocking policies money extreme, but none of these packages docked what's blocked. However, you can use in a error to compile lists of blocked sites. Just and see what's not allowed, making a lot? ymm go along.

According to 18-year-old Bennett that's just what he did, but the publicated the list on his Web site at www.peacelin riled CEO Milburn, who was already concern over the publication last July, in Brock Mes CyberWire Dispatch, of a list of words bloom by CyberSitter (http://www.eff.org Publications/Declan_McCullagh/cud_bys



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Online Guide

"Parental Control" Software

kingdom.0796.article). When Haselton's list appeared, Milburn accused him of "reverse engineering" Cybersitter and ghostwriting the CyberWire Dispatch article.

Just what data from CyberSitter was "revealed?" The piece in CyberWire Dispatch includes seven lines containing terms that CyberSitter blocks, and Haselton's site includes a relatively short list of sites that are blocked. When asked whether he still holds the opinion that his software was "reverse engineered," which customarily connotes analysis and reconstruction of the actual code, Milburn replied, "There is no opinion about it. It is a fact."

I did the same thing Haselton says head downloaded CyberSitter and surfed select sites. I chose forty-three sites, some from a own list of bookmarks, others of the top of the head (like playboy.com, which was blocked as nra.o.g., which wasn't). I was surjoied to the only eight sites blocked naughty.com playboy.com, io.com, c2.org, noway desires.com, well.com, and sec.com. Somed those are obviously focused sexual content adult themes, but sites like io.com and sellow are service providers, their offense is that this don't restrict content of their users' Webpags'

The problem is that one or two users well offensive material result in blockage of the whole site. CyberSiter blocks the pname domain, not just the particular page. I was the surprised that the literary Web page 1000 Desires (desires com) was blocked, but not sixelar publications at word.com and salon 1992.com. Evidently that word "desires" inggered the blockage.

Which brings us to the fact that Cybersum blocks words, too, so your rooster better be rooster and not a cock, you better be spley and not anal, and God forbid that you should tasteless. Incidentally, CUSeede was blocked too, and I can only imagine that the Cybersum surfers saw this am "Iff show you mind if you show me yours," Other Interesting block holds, terror and heime I don't even deminds bitting these words while I was surfing but the words while I was surfing the

Expected more site blocks, and Lexpected asee a right-wing agenda, since the NOV sieus blocked, evidently for its coverage of gradient sensors. The since it is supported to the sieuses 1 find myself wonders with ununuvell.com would be blocked build write. Individual com (which is other first being sex and drugs), or ununuflyperreal com a few site with positive info about psychedelius.

What To Do?

But I digress. Though the CyberSitter/Haselle thrash has been fun to watch, its a distorbe from the serious issues at play here.

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"Parental Control" Software continued

The answer is this: We need vociferous, highvisibility debate, not just about blocking software, but about a child's information rights, particularly a teenager's rights; and about the whole issue of content control on the Internet.

Many of us thought, when the Communications Decency Act (CDA) was passed into law, that blocking software was the better response to the issue of "objectionable" material online. The CDA has since been overturned by a lower court, and this decision, appealed by CDA proponents, will soon get a hearing in the Supreme Court.

Blocking software will get ■ continued push by some as the logical solution, since it's a conceptual replacement of government control with parental control, and that's what we

But as writer Jon Katz has noted, this is trading the rights of children for the rights of adults. Not only that, it's an abdication of parental control to a third party, the software manufacturer who makes decisions about what's okay and not okay for kids to see and read.

Another unhappy byproduct of the dependence on blocking software is the power the pro-

THOUGH I'M STILL CONVINCED THAT A PARENT HAS THE RIGHT TO BLOCK, I HAVE TO AGREE THAT BLOCKING SOFTWARE HAS SOME REAL PROBLEMS. ESPECIALLY GIVEN THE EXAMPLE OF CYBERSITTER.

ducers of these packages will gain, and the potential for abuse of that power. CyberSitter responded to the critical pages at www.peacefire.org not only by blocking peacefire, but also by threatening to block the pages of Media3. peace fire's provider, if those pages were not pulled

SolidOak claims over 900,000 paid licenses of CyberSitter, and the list is growing. Addition of a site to CyberSitter's database amounts to a involuntary boycott by all the licensees, ments whom don't have a clue which sites are blocked

Remember my problem, back there in the first paragraph? I was blocked, and I had a restart my computer to regain access. Ilin many folks, once they set the filters, will rest when they hit a block? Some will trail CyberSitter, but others will accept a sell imposed censorship, a Disneyfication of the Internet experience.

So an attempt to control the content available to children will default to control of all content for some. If that's what they want, fine, as long: they understand just what they're getting. Copyright @ 1997 by Jon Lebkowsky All ngh

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Community And Commerce

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Since the first Computers, Freedom, and Privacy Conference in

1991 the impact of computer and telecommunications technologies on our society, locally and globally, has been dramatic. Computers increasingly pervade every aspect of our lives. helping us, guiding us, protecting us, watching us, tracking us pursuing Telecommunications net works continue to undergo remarkable evolution and growth. The Internet and the World Wide Web have become household words. It's clear that we stand on the

in the ways we do business and engage in political and social interaction This change has transformed even such fundamental notions as speech, assembly and property rights, throwing into question basic social conventions and legal protections. Global economies and networked communities span international boundaries, challenging existing economic, political, and social systems

threshold of fundamental change

Community and commerce, the twin themes of this year's conference, are at the nexus of this change. They reflect ancient ideas central to

"Community" harkens back to the notion of the polis, raising the question # whether so-called virtual communities 3000 be true communities at all if they are how are they govern and regulate theroselves? What standards will they enforce, and how? And how will they telete to the traditional communities as which we live ment of our types?

"Commerce" calls to mind the agora, the ISE MCACTIMES . FEBRUARY : 1997

original marketplace of goods and ideas. New efforts to invigorate cyberspace with the energies of entrepreneurs have led to dramatic clashes between proponents of privacy and civil liberties, and proponents of social efficiency, law enforcement, and other social interests. The outline of the modern agora

remains largely ill-defined, awaiting the establishment of new customs rules, and laws.

The Computers, Freedom, and Privacy Conferences were created to provide a much-needed neutral arena in which people from widely differing backgrounds and positions can exchange perspectives and reason together about the effects of technology on modern society.

The tutorials, plenary sessions, and working groups of CFP '97 cover a broad spectrum of these issues. If the issue is hot, we're debating it And we hope you'll join us.

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2O. Box 6657 San Mateo, CA 94403 voice: (415)548-2424 fax: (415)548-0840 email cfpinfo@cfp.org URL: http://www.cfp.org

Tuesday March 11, 19EF: Tutorials 9:00 am-12:00 noon

Morning Tutorial Sessions The Economics Of The Internet

Hal Varian, Rean, School of Information

Management & Systems, University of California Regulation Of Internet Service Providers Alfred Mamlet, partner, Steptoe & Johnson The Latest In Cryptography Deborah Hurley, executive director, Terra Nota The Constitution In Cyberspace Mike Godwin, staff counsel, Electronic Frontill Foundation

2:00 pm-5:00 pm

Afternoon Tutorial Sees Infowar: The Day After Roger Mollander, RAND (invited) Personal Information And Advertising On The No Saul Klein, VP marketing, Firefly Networks Donna Hoffman, professor. Owen Graduale School of Management, Vanderbilt University Transborder Data Flows And The Comiss European Union Requirements

Herbert Burkert, legal advisor to the Europe

Intellectual Property Rights On The Net Pamela Samuelson, professor, Boalt Hall Schi of Law / School of Information Management Systems, University of California

Wednesday March 12, 1997; Definitions of Community 8 Commerce

9:00-10:30 am

Comparative International Perspectives O Politically Controversial Speech Speakers will include Herbert Burker! lesadvisor to the European Union 11-Brownlee, Trinite Van Doorn (invited Ignatius Ding, Chinese democracy actions Todd Lappin. Wired I Horwired and Port McCullagh, TIME Magazine Moderal

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Preview: CFP '97 continued

11:00-12:30 pm

Social Issues Raised By The Commercial Development Of The Net

Speakers will include Lori Fena, Electronic Frontier Foundation; Jason Olim, CDNow; Ariel Poler, I/PRO; and Christine Varney, Federal Trade Commission, Moderator, Donna Hoffman

12:30-2:00 pm Lunch / Parallel-track working sessions:

The Case Against Privacy David Brin, novelist/futurist

Cyberbanking Peter Swire, professor. Ohio State University

Rights In Avatar Cyberspace Bruce Damer, andirector, Contact Consortium

Public Key Infrastructures Brad Biddle, partner, Cooley, Godward, Castro,

Huddleston & Tatum Sexual Harassment In Cyberspace Stuart Biegel, professor, UCLA

2:00-3:30 pm

Governmental & Social Implications Of Digital

Speakers will include Roger Clarke, Australian National University; Eather Dyson, Release 1.0 (EDventure: Tim May, Crypto-anarchist; and Michael Vatis, US Department of Justice. Moderator, A. Michael Froomkin

4:00-5:30 pm

International Perspectives On Cryptography Speakers will include leading representatives of government that are shaping cryptography poliey for the 21st century Nigel Hickson, Department of Trade and Industry, United Kingdom Deborah Hurley, ferra Nova, Advancement Organization, Japan; Stephonic Perrin, Industry Canada, Michael Vatis, US Department of Justice Moderator Stewart

7:00 pm: Dinner

Birds Of A Feather Sessions

Thursday March 13, 1997: Violations of Community Norms/Problems In Commerce

9-00-10:30 am

Cypherpunks II Cybercops / Rules For Crulsing ISS MICROTIMES . FEERLIARY 5. MICH.

The Information Superhighway Moderator: Kevin Manson

11:00-12:30 am

The Communications Decency Act-A Preview Of The Supreme Court Argument

This session will preview the arguments that may be put before the Court when it hears oral arguments over the constitutionality of the CDA. The advocates will include Mark Rasch, of S.A.I.C : Tom Nolan, of Nolan & Armstrong, Tom Guidoboni, of Bonner, Wishner & Bonner; and Stewart Baker, of Steptoe and Johnson, A panel of distinguished state and federal judges will preside over the arguments and question the advocates. The moot court is being sponsored by the American Bar Association Criminal Justice Section

12:30-2:00 pm

Lunch / Parallel-track working sessions: Domain Names

Janet Cullum, partner, Cooley, Godward, Castro, Huddleston & Tatum

Government Regulation Of Ecash

Julia Gladstone, professor, New England School

How A Skiptracer Operates

fim Drinkwater, Decision Strategies International The Code As Law: How The Architecture Regulates Behavior, Or Why Barlow Libertarianism Misses The Point

Larry Lessig, professor, University of Chicago National I.D. Cards

Mary Anne Stevens, chair, Treasury Board of

2:00-3:30 pm

Spamming

Speakers will include Ray Avrahami; Bill Burrington, America Online (invited). David Columbia (invited): John Gilmore, Electronic Frontier Foundation; Ron Plesser, Piper & Marbury, and Christine Varney, Federal Trade-Commission Moderator Stewart Baker

4:00-5:50 pm

Infowar

Speakers will include Ron Skelton, Electric Power, Research Institute; Roger Mollander, RAND unvited and James Worth, Federal Bureau of investigation's Infrastructure Protection Task Force Moderator Ross Stapleton-Gray

7:00 pm Dinner

9:00

Information-Gathering Session—Executive

Birds Of A Feather Sessions

Friday March 14, 1997: The Evolution CF & Flow Community/21st Century Commerce 9:00-10:30

What's Hot

Moderator: Lance Hoffman

11:00-12:30

The Creeping Propertization Of Information Speakers include Herbert Burkert, European Union, James Boyle, American University, Niva Elkin-Koren, Haifa University; Steve Metalitz Information Industry Association, and Mark Stefik, Xerox PARC. Moderator Pamela Samuelson

12:30-2:00 pm

Lunch / Parallel-track working sessions: Developments In European Intellectual Property Law

Alistair Kelman, ILC Telepathic, Ltd Virtual Communities Jon Lebkowsky, cyberspace journalist/activist

Archives, Indexes, And Privacy Brewster Kahle, founder, The Internet Archives Cryptography And The First Amendment Cindy Cohn, associate, McGlashan & Sarrail The Future Of CFP

Diss

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Kent Walker, chair, CFP '97

2:00-3:15 pm

The 1996 Elections-Creating 4 hom Demo-rate Speakers will include Graeme Browning National lechnology staff mud author of Hill on the Fodd Lappin, Wired inagazine Mike Rawse islative assistant to Sen Conrad Burns Van Robischon Time Magazine and Jonan Scale Center for Democracy & Technology Moderators Shabbir J. Safdar, VIW. and Park Schuler, Computer Professionals for Social Responsibility

3:30-5:00 pm

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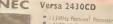


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• 1 08GB HHD

· 16MB RAM - 6x CD ROM

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- I6MB EDO RAM · 2GB HDD



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Project-based national corporation specializing in
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Real Estate Help http:// www tealestatehelp com Offering guides, tips, listings consumer connections, and professional ser-Exp #161.

Toolemne Associates http:// primenat.com/-pabat/ Supports newly-formed and first-stage high-tech product companies. We offer business Manning personnel for marketing, finance and operations and investment services (Exp #161.)

Working Class Investor Newsletter http://www.gecci hes com/WallStreet: 1456 Socially conscious investing Fund for Women, Funds company pro-Half plus store all the same nenced investor. (Exp. #162.)

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Law Offices of John II Kahn http://members.li pod com/-ikahn/index himi Attorney handling Computer, Bankruptcy, and Real Estate law, and traff-Jose CA [Exp #162.]

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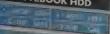
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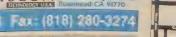
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High Tech Careers Virtual Job Faire http://www.vjf com/ Features over 500 employers listing over 15,000 high-tech career opportunities, a Resuma Center, career magazines and more [Exp #161]

Hatjobs.com http://www hotjobs com The new generation of calling employment opportunities [Exp #161.]

JobSmart: N. Cal. Job Search Guide http://jobs mart.org Local job banks. newspapers, job hottines job fairs, salary into, and more from Bay Area Public Libraines and KPIX. [Exp. #161]

Los Angeles Pierce Collage http://cgr.amazing com/pierce/ Offering an integrated catalogue and schedule E classes search engine (Exp #161)

Mactivity http://www.mac tivity com Educational conferences for designers and developers using Macs [Exp #161]

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http://members.gnn.com/ reserchco/respub htm Your esting, and lucrative spare time jobs. [Exp #162]

ORGANIZATIONS

American Civil War Association http://reenact.org/ acwa/ Civil War re-enacting organization in California Battles, living history, and display of life during the 1860s. [Exp. #161]

American Lung Association http://www.lungusa.org The ultimate Web source em lung disease and lung health issues [Exp. #162.]

American Medical Association http://www.ama-assn. org [Exp. #161.]

Amiga Users Group of Long Beach, CA. http:// www.loop.com/-augib [Exp. #162.]

Ark Trust, Inc. http://www arktrust.org/genesis Dedicated to exposing animal cruelty through IIII powerful voice of the major media. Presenter of the Genesis Awards (Exp. #162.)

The Ballona Wetlands http://eco bio lmu edu/www ballona/ballona him A grassroots environmental organization dedicated to the preservation and restoration of the Ballona Wetlands [Exp #163]

CARES http://www.geoci ties comy-cares Cult Awareness Resources provides information and resources to campus community about cult activity [Exp #163].

Community Peacemakers http://emf.net.80/-swaaden/ index.html Take a stand for peace, non-violence and social justice. Be it community peacemaker! [Exp #162] Contact Center Network http://www.contact.org/ A

New York-based nonprofit organization that maintains the most comprehensive directory of monprofit resources on the internet

CTWO: Center For Third World Organizing http:// www.igc.apc.org/ctwo/ Established in 1980, CTWO is nationally recognized for its innovative organizer training leadership development programs in communities of color [Exp. #162.]

GCIU Local 10-N http:// home earthlink net/~dpad gett/ Graphic Communications International Union. The Union of IIII Presspersons of the LA Times. (Exp. #162]

Hard Of Hearing http:// www.hoh org BBS/Web pages for deaf and hard of hearing. Clubs for ALDS. SHHH, and organizations [Exp #162.]

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Peninsula Computer Clab http://www.serius.com/-jk /occ5 htm Peninsula Computer Club for I8M-Compatibles [Exp. #161.]

Polly Klass Foundship http://www.pollyklaas.org Featuring child safety infor mation, suggestions for recovery of missing chidren, info on currently missing children, and some of PKP's accumplishments [Exp #162]

SCORE (Service Core of Retired Executives Am mymall com/score A litt organization sponsored to the USBA assisting small grow [Exp #162]

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Labor In Holocaust http://remember.org.80/ educate/labor.html An introduction to the Jewish Labor Committee [Exp. #163]

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Society Of Abidance In Truth (SAT) http://www.SATRa mana.org/ Dedicated to Bhagavan Raman Maharshi, and ateachings of Nondual Reality. Satsang with Master Name [Exp. #162]

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NASA Spy http://observe. ivv nasa.gov/observe/exhi bit/spy/spy.html Spy. the new-est feature of NASA's Observatorium Web site. includes declassified satel lite images, provides background on the spy satellite program, and allows you to order copies of images [Exp #161.]

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Women Of NASA http:// observe lvv nasa gov/obser ve/ootd ootd.html NASA's Observatorium looks at the traditionally male world of science and turns its lens on itself (Exp #162.)

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II Film, Pan, II Brosh Conspiracy http://www.pnms net.com/-/undvindex html Alrocentic Web site reflecting digital artistry, also teatuning clipart catalogs, and unique compositions (Exp

ACID Productions http:// www.acid.org An online gallery showcasing the best art, music, and related information published by the computer underground [Exp #163]

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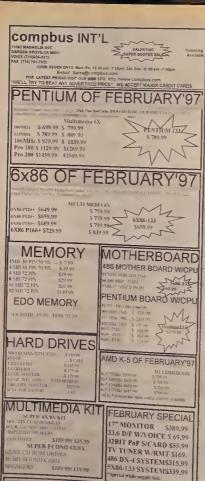
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In This Sections

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> Graphix Zone Jazzes II Up Vith Herbie Hancock Iv Jonathan E

Sophia Antipolis—
 Startups And Successes

Continuing Last Month's Report On Technology And Multimedia In France

And Multimedia In France
By Yony Reveaux226

his column has said harsh things as the past about a couple of Graphix Zone musical CD-ROM titles, Prince (or The Artist Formerly Known As or Whatever His Royal Purpleness Pleases) Interactive and Bob Dylan: Highway 61 Interactive

With Herbie Hancock

The principal problem with both those titles was the endlessly tedious navigating necessary for get anywhere. It problem shared by many wher titles that have let the hype about exploring with the common-sense needs of telling a story imparting information.

While Herbie Hancock Presents Living Jazz, and of a slew of new Graphic Zone titles, does not entirely excepte from the dreaded mousing isound-a-fake-environment metaphor, it has several significant design improvements that. Seether with its excellent content, breathe new lie into the whole musical CD-ROM concept entirely, the CD-ROM reminds are again that the web is, at this time, entirely inadequate for try-large-scale, serious multimedia applications employing sound and video.

If there's a market out there for interactive market pour there for interactive law in the following the story is a physical to simply telling the story is old-fash.



ioned linear video m a coffee-table book), the only currently practical way to serve it up is on CD-ROM—whatever the hullahadoo about DVD, the Web, or whatever. Everything else is either m the future or technically and/or commercially not up m the task; obviously the Web m good for something but it aint this.

Herbie Hancock Presents Living lazz, with its flaws, deserves to find a market today is kept me mousing around for the longer than most CD-ROMs—not because I was annoyed

with it and wanted to figure out why, which a often the case, but because it intrigued me with acontent, and because it mostly succeeds in its goal of linking the early days of jazz with its contemporary practitioners, telling the story of jazz's journey from the streets and brothels of turn-of-the-century New Orleans, through migration to northern cities and several stylistic convolutions to its present status as perhaps the world's preeminent musical form.

It's not the complete story—how could such a massive undertaking fit == === discrthere are obviously gaps and incomplete areas, but a reasonably captures Hancock's take == the sesential bistory and achievements of jazz and the attitudes behind it. It presents much historical performance floatage, along with remunscences and theoretizing from many musicians. Although Hancock is obviously == important figure in both jazz bistory and this CD-ROM, his role is not unduly emphasized; in fact, although a portion == the CD-ROM deals with a jam session of his New Standard Band, there's == attractive modesty and awareness of his role == only specific parts of the standard process
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THE STORYVILLE STORY

Storyville was the red-light district of New Oileans where jazz first emerged from the mating of African musical forms with those of Europe, a process that has also produced other new musical forms in other parts of the world.

Appropriately enough, it's also the main environmental metaphor in Living Jazz. The scheme is the usual one of exploring the virtual environment to find hot spots that, when checked on, trigger a video, a voiceover, a blow-up, or a link. However, Living Jazz has several improvements in the way that navigation and interactivity are handled that combine to make the experience considerably more satisfying than previously.

While Herbie Hancock Presents Living Jazz does not entirely escape from the dreaded mousing-around-a-fake-environment metaphor, it has several significant design improvements that, together with its excellent content, breathe new life into the whole musical CD-ROM concept.

On the main screen, you can scroll through a miniature version of Storyville with right and left directionals. When you see a building in others, rolling over it will cause the text above and below to indicate where you will go That's plate—the text above and below. The interface is being used to point toward two different states of the disc simultaneously you select precisely where to go from the text itself.

The text above will take you to a section called New Jazz Horizons, with a jam session of liancocks New Standard Band, plus interview leginents with various musicians, mostly deal "E with the Jazz attitude and aesthetics. If ratering this area directly, you'll experience at a agrice of Interactive paintings with hot

spots. However, the miniature scrolling Storyville allows you to enter any particular painting individually.

The text below the miniature works in a similar fashion, but takes you to individual building within Storyville, where the more historical material is. Some of the hot spots within Storyville will lead you on to other cities and other times. What's useful about the sea below the miniature is that all these places and times also appear below the Storyville location in a submenu and sea then be directly entered. The use of the scrolling miniature allows much faster zipping around from one end of Storyville to the other, while the text menus and submenus allow you to get into the sea.

interview with Mickey Hart. I eventually only found it again by serendipity. It's too bad because what separates a good reference tool from a toy is often the quality of the indexing. In the case of Lumpi fazz, a relatively small investment of and thought would have made for a much stronger index, and thus a much more useful product.

THE DOWN BERT

Why was I is intent in looking at that interview clip with Mickey Hart again? On my first listen, I thought I caught that he'd been edited when he referred to the "'I-word-ing' universe"—but I wasn't sure.

One feature that Living Jazz does not have within Storyville is the standard QuickTime set of controls for each video or audio clip There's um fast forward, rewind or pause, just a stop when pum click.

"Okay," you might say.
"Okay," you might say.
"No big deal It's just a
short citp. I'll watch it
again from the beginning,"
again from the beginning,"
but it's not so easy—that
particular citp could only
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within Storyville. At the
end of it, is It'you stopped
tim the middle, issue is not
have the choice is imme-

diately play a again, as you might expect within the standard multimedia product

What you are offered instead in this i was a what Luing Juzz calls an Art Link, which is supported to those hyperlinks to another city and time—perhaps a nightclub, perhaps a street was in New York or Chicago or Los Angeles. At least, a design is competent enough to flash a little message which was a bottom with a screen what was the you'll be leaving Storwille and you have the choice not be go—but you don't have the choice or ment of the originating clip

So rather I may quitting to reenter Storyville afresh, I remembered that as the index, you do get the accounts for the clips—and, may be a country sure I'd may to run the questionable part as may a couple of times to see whether Mr. and indeed uttered any apparently objections works, that's where I headed for.

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with real media much faster, and to know where you're going

Unfortunately the scrolling method doesn't work within the environment itself or the paintings, and you're stuck with the old-fashioned frames replacing each other wou move about. However, wignificant improvement (or per haps a cheat) when having to mouse around to find the hot spots with the thing to the spots within the spots

There's also is index of sorts—it's at the Galley—that allows you as select, from a mean outside the environmental context the chips said interviews. The only problem with this is that some of the clips said categorized in difficult-to-find ways For example, when I wanted to take another look at a particular

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MultiMedia & BEYOND

MULTIMEDIA 101 continued.

In the clip Hart is basically talking about the vibratory qualities of the universe as they pertain to rhythm. So one might expect to look under his name im several other logical places, the "universe" for one Where you'll actually find the clip is in a submenu under the words "New Orleans." Definitely not intuitive.

But now we get to the real problem-which is that, after listening and looking at the clip several times. I'm pretty sure (like 99% or tain) that he did utter the dreaded word and was then meptly edited. Besides the fact that in context the word was actually right no used as a curse word, there's a curious discontinuity between being in this virtual environment that includes a brothel (and we get to go into the girls' rooms, see pictures of them, and hear about the whole business) as well as stories of maybem and violence (go to the cemetery for those) and the namby-pamby prudery of cutting out the common word for the activities that those whores and their johns were actually engaged in. Jazz is basically an adult world it seems counterproductive to pander to those easily offended by sex

Besides this issue of editorial integrity-or, to be kinder, discretion-there's the problem of sloppy production editing. Unfortunately a number of clips in Living Jazz suffer lost beginnings and abrupt endings It's not an uncommon

problem in other titles. undoubtedly brought about by a combination of rushed schedules and hard-to-use tools followed by sloppy testing and settling for low standards. Despite the deplorable technical quality of much media today, I still find it hard to believe that the paying publie will accept such slipshod work in multimedia titles on an ongoing basis. And, let's face it, with some evidence that they won't accept CD-ROM titles at all, it makes sense improve your odds and give them the best product possible.

One other small problem with Living Jazz is that things an not always consistent within some of the Art Link environments, those clubs and cities and times other than Storyville. In one place, the Lighthouse in Hermosa Beach, an important club in the early to mid '50s, there was sometimes a spoken introduction to let you know why the place was significant, and some

REALLY GONZO READERS MIGHT BE interested to know that Graphyr Zone has also released a CD-ROM title on CD-ROM, Under The Covers. 113 the life and times of the artists behind some # the greatest album

Really, really gonzo readers with undoubtedly interested to know Ital Graphix Zone is also distributing 30 absolutely boffo, addictive, silly bill for summe reason rather lun CD-ROW game, Power Rangers Zeo Versus The Machine Empire It would be hard to say anything intelligent about this product, but it comes recommended for several semi-enjoyable nours of utterly idiotic time-wasting, and you get to save the human race from domination by machines. The iron) that this game m played on a mathing that m rapidly over-dominating its human race in # least this sector of the universe in quite ulterly emelorate

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expect to leek verse" for and

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RS MIGHT BE four previdings, and a loration into the artists atest album

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MultiMedia & BEYOND

MULTIMEDIA 101 continued

times you were just left to wander around. Maybe the scheme is the the first time you enter you get the intro (there's some evidence for the from other places with inconsistencies! but not subsequently that it just takes a click to stop the voiceover. I think I'd rather have all the info all the time as the default.

Beyond these issues, Living Jazz has a mixed bag of the usual drabacks of CD-ROMs. It's slow on a 2x CD-ROM drive, although them also a version for 4x drives. A lot of the graphics are grainy and positive ed, as in so typical man hybrid CD-ROMs. The sound is sometimes has or quantized.

The online link, despite the PR street that claims that if "semies, links to a Web site where users can download interviews with vanos are greats" required me to manually dial my ISP, then all I got to was a sw page, albeit with a fair number of links to other sites. I mean, "Who caed Why should I be impressed?" Any clown can launch their browse, do search, or go to http://linksungzone.com/linking/aze; it isn't rocket soutse, although, la-ha, I note that that URL isn't anywhere in the sleeve notes.

I know a lot of graphic designers who'll sneer at the graphics, in pericular the interactive paintings, but I thought they were OX. The committee of the second of the sec

JAZZ LIVES

OK, I know I sound like I'm being harsh again on the long-sufferns Graphix Zone—so let me restate that Herbie Hancock Presents Lars Jazz is n worthwhile CD-ROM despite its flaws

These issues are raised so that both the paying public and observed of the control of the paying public and observed of the control of the paying properties a great point of the problems involved thing you figured out at the beginning has a better solution to the one. Where the distribution channels are murky, where the deseronventions are unclear, and where the mass authories unclear about what this multimedia thing is really all about, having been unjected to an avalanche of hype but not having expensed.

Herbie Hancock Presents Living Jaze has some real value 1 really enjoyed being able = see so many historically important pazz perform ers doing their thing. sometimes or specific historically important performances. The more people hear musicians (alking intelligently and articulately about their art. craft, skills, and culture, the better.

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Sophia Antipolis— Startups And Successes



Continuing Last Month's Report On Technology And Multimedia In France

s we said last month, Sophia Antipolis, located near Nice and Cannes, is the nucleus of France's research and development in electronics, computer science, telecommunications, healthcare, biotech and multimedia.

The chances of success for French developers are an better or worse than ours in Silicon Gulch ar Santa Monica. It can just take longer to happen While there certainly is venture capital in France, it isn't as plentiful nor as swift as it is in California, where decisions can be made.

actions taken and money in the bank almo-

Alongside the trians of telecom, according and biotech, most of the companies, bread relatively small. Once they survive and he for growth surge, some may launch off our life own to build a company. That may neturning to the region of France they set from, but many settle not far from series. Antipolis—just as solit on Valleys latent plant and the stanford and UC plant grads that stay around.



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MITSA (The Association of Multimedia Interactivity and Teleactivity of Sophia Antipolis) serves developers and producers much like the Multimedia Development Group in San Francisco. MITSA collects and circulates multimedia information, ideas and resources. and is also intended to be a permanent meeting place

The club is organized in commissions, like SIGs, each devoted to a different topic (Internet, health, ATM, etc.). MITSA currently boasts some one hundred members and publishes a regular newsletter (www cyber mag.com). Other projects include the creation, in close cooperation with IMeT (The Mediterranean Institute for On-Line Activities), of a resource center to support multimedia enterprises by small businesses

HIM MICROTIMES - FEBRUARY II THE



The MITSA meeting I attended was held at the Mediathel Hotel, one of several hotels that dot the Sophia Antipolis campus, each with a restaurant that would stand out as one of the best were it located in Silicon Valley Decorated in a teal and hot dusky rose semi-Deco, it has the warm and easy going elegance of the Riviera style. The dining room

ings moved downstairs. At ground

was Questel-Orbit, Inc. Another example of the Questel produces QPAT-US, an Internet based full-text US patent database, with patent data for over twenty years. Other members included

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MultiMedia & BEYOND

Sophia Antipolis continued from page 194

In Communication, which does interactive multimedia training, and Euromedia Formation, which provides teletraining

CICA: CATALYZING DEVELOPMENT

There may be nascent French Wozniaks and Packards cooking it up in some of those quaint n' crumbly tile-roofed brick garages

of the towns, but the local government

One of the most active areas on the Sophia Antipolis campus is the Centre International de Communications Avancee (C.I.C.A.). CIGA is one of the agencies that tries to provide the glue, the grease, the grapevine, the fertilizer, the networking-all of those intangibles that can help an international group function better as a community

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for meetings, presentations, conferences, data processing and multimedia services and communications logistics as well as a place for showcasing technology It acts as a facilitator for many companies large and small who want to locate in Sophia Antipolis. In parts of this center.

its theaters and galleries provide cultural resources and activities for the whole nity. When I was there, the visiting artist was ered a series of lectures while the main gallery

Place Sophie Latitle is a modest two-story quad nestled into the Mediterranean sculptural mural, a collage of artifacts collected during construction. The ambience of this scene reinforces the resemblance Sophia Antipolis to the UC in the Cruz campus.



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MultiMedia & BEYOND

Sophia Antipolis continued

Up the starts to "le premier etage" (second floor to us), the office of Sophia Localization Multimedia (SLM) is about half the size of Larry Ellison's walk-in closet. Not all the paintings have been hung set the walk, and wries stretch between machines. This was a busy node of a complex international production network that exists is several time zones simultaneously.

"My company, SLM, is only the up of the iceberg of a larger group, ELG," says Jean-Francois Champollion, General Manager, formerly Manager of Localization Services

Digital Equipment Corp.

The European Localization Group (ELG) was founded in 1995 by a French Company (SRC) and an Italian company (Binari Sonori). Rapidly,

members jouned from Spain, the UK and Germany It is not a company per see, but rather a banner grouping companies who cater to the same customers It was formed to meet the needs of internationally minded customers producing off- and online information, from games to CD-ROMs and Web sites using a single turnkey point of contact for their localization needs.

"SLM is a de facto member of ELG through our partners Eagle River Interactive (US) and SRC Localization (Paris)," explains Champollion. "We did not get any help from government or local authorities, only a Tabel' from the

French Ministry of Telecommunications as a response to the need for companies able to deal with the emerging superhighway market."

He quickly patched together enough Maciniosh components to run a beta of their current CD-ROM localization project for the French market. Chuck Jones' Peter & The Wolf from Warner Interactive Other projects have included Access/U.S. Golds' Under a Killing Moon, Broderbunds "Harry and the Haunted Houses" GI Interactives "Doom II," Sterra On-Lines' "King's Quest VII." The Voyager Company's Making Music." and Sons Interactive Toropes "Most."

I asked Champollion why I wasn't seeing more French titles localized for the US "We have developed properties here" he replied, "but they meet wouldn't be understood or appreciated outside at Prance" This is consistent with the international distribution patterns for comics, film and television For better or for worse, the US reigns as the king of ontient, and merchanics "FERCHIVY 5-120"

American English as the lingua-non-franca for technology and business.

Netscape has chosen ELG to translate its press releases. The point of contact is SRC Localization in Paris, which distributes the work in the various companies to get them translated to German, French, Italian and Spanish: "We use ISDN and email to transfer HTML files," says Champollion. "Typically, press releases must be translated at once for international market exposure, Files are written in the US during the day and sent in Paris in the evening With the time differences we are able to translate around the clock so that the US gets their files the next morning and can put them live on the Netscape server."

studio, a communication agency, an education center, an illustrator and networking facilitator Danimage is active in MUSA and participates in the MILIA multimedia trade show in Cannes.

Polygram distributes his toreign language education titles such as "Multimedia Teher la &" an affiliation titles such as "Multimedia Leher la &" an ambit tious and successful release is "A I M et les Autoroutes de l'Information" (A I M and the Information Superhighwass"). In Erochaud English for Windows, it is dedicated to information and education on ATM technology and high-speed networks.

Distributed by Eyrolles and Videolion in Europe, this work is also an example of the close relationships and spinnings-off from the corpo-

rate giants of Sophia Antipolis and smaller developers. France Telecom helped sponsor this project because of its enormous commitment to ATM. France Telecom (the world's fourth largest telecommunications operation), has installed a 155 Mbit/s ATM network at Sophia

Mbit/s ATM network at Sophia Antipolis. "A.T.M and the Information Superhighways" uses photosvideos, graphic animation and voice to clarify this otherwise somewhat abstract concept is

reigns as the king of content, and American English as the lingua-non-franca for technology and business.

For better or for worse, the US

CD-ROMS FOR INDUSTRY AND ART

From Cagnes Sur Mer, just below Sophia Antipolis and between Antibes and Nice, Danimage Multimedia has produced seven CD-ROM titles. Patrick Wetterwald, the young director, started his multimedia production company with neither venture capital nor government funding

After working for IBM Frances development laboratory in La Gaude for ten years, the took advantage of a kind of very early retirement package—more generous than most in the US With this "bronze parachute." Wetterwald has devoted his assets and energies to producing multimedia. He has managed to maintain this momenium without accepting any investment partners.

Like many small developers in the US, he adds on the talent needed for each project and for that time, rather than maintaining a full time crew. His "local partners" include a video

also includes demo tests and a three-day course structure to aid in learning about ATM

When Wetterwald told me he'd sold 1002 copies of the ATM CD-ROM in Sweden alone! asked how he had managed to do that swithout localizing as Swedish. "It doesn't matter, as long as it is as English," he replied "English is under stood neuron."

Days later, when I was visiting the Picark Museum in nearby Antibes. I had the great his sure to encounter Danimages most cultural creative release in action. There in the Miscon Shop was a PC running their 1916. The title Reconstruction. Priced at 190 tracks calculated the MacPIC, French/English CD no. 300 does a wonderful job of presenting depth and background to the Museums world class block buster exposure of modern of the processing of modern of the susternation.

INTERNET À LA CARTE

A native Niçois, Jean-Gabriel Cabanas is at 10.4



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Months LIKE CASH! "Ten years ago," explains Cabanas, "I would have automatically gone to Paris after high school.

But because of Sophia Antipolis, I could stay here and go to the University of Nice and obtain the technical degree."

fellow who is one of a growing number of French Internet service providers. His Alcyonis company as more of the CICA cubbyhole offices. I've seen larger router cabinets, but it is sufficient to contain Cabanas, boxes of stuff, a couple of other partners, and various techies who work on and off according to deman

"Ten years ago," explains Cabanas, "I would have automatically gone to Paris after high school. But because of Sophia Antipolis, I could stay here and go to the University of Nice and obtain the technical degree."

Alcyonis uses P133 Pentium boxes with Fast-SCSI disks, Cyclades boards ("Very efficient and cost effective, good support," according to Cabanas) for user access, and Linux for the operating system.

"With only one hundred subscribers at this time—eighty individuals and twenty corporates—we're happy to have some Web hosting, and mainly intranet consulting to improve our monthly income."

"In Paris," continues Cabanas, "there are all these so-called ISPs offering the Internet for 90 francs (less than \$20). So when you want to provide quality service, and not these skimpy deals, then its really hard for us, because then customers think that they can get everything for 90 francs. But, our number of subscribers is growing fast (ten people a week), so I hope that Internet access will pay my leased line, with Monaco Teleport and the huge rent of my office?

Email just in from Jean-Francois Champoliton reports that he has spun off his office fifteen minutes away from Sophia Antipolis in the ancient seaside town of Antibes.

RESOURCES

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MEANWHILE, BACH IN THE USA: NEW BOOKSHELF ADDITIONS

Editor Lynne Hershman Leeson was the first artist to make a laser disc piece, and has been experimenting in intermedia since the early 1980s. In Clicking In Hot Links to a Digital Culture (Bay Press, 371 pp. ¢CD-ROM, S24,591, she has compiled an anthology of current thought and commentary man what it may or may not mean to be wired, plugged, or indeed checked in to all the cybertectonic shifts and digital changes that rock our boats of constrous ness today.

We hear from voices such as John Perry Barlow, David A. Ross, Sherry Turke. Jaron Lanier, Sheldon Renan, R.U. Smits and Sandy Stone on topics such as censor-ship and veracity, gender identities aid roles, perception, community and privacional interactive art. The CD-ROM containsome of Leeson's art and material that in suggested by these issues.

If you want your site to twist and shout. Web Developer's Guide to Somal and Music by Anthony Helmsteter and Ron Simpson (Coriolis Group Books, 38-pp + CD-ROM, \$39.99) will provide a good jumpstart. They tell you about audic cap ture, creation, prep. the recording process, hardware, software, sound libraries wad win to licensing and contrade and interfacing with the Internet Everything is laid was logically and cleanly for the Windows user, with big screen shots and lots of links. The CD-ROM is a trove of clips, effects, scores utilities demos and turorials.

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for the sake of when I logged in yesterday the first thing I typed was a day, and just before I went home to go to the label the session

The entire day's work tried to Exactly the same commands were the same order but of course things were non

quite different: Files and directories had been created and removed, environment variables had changed

With a shock I realized that the working directory from which I started the replay was different from the working directory at the stall of the day, and there was some possibility that replaying am "rm -r" command from a different directory could wipe out work that I desperately needed to keep.

In a panic, I typed control-C to interrupt the replay, only to find that it interrupted the individual commands but lett the replay totact Mercifully the replay came to rest in a viedding session that could be suspended (control-Z) (0

Sometimes the only way to learn something new is to repeat the past, and only those who were ignorant of history in the first place would think of it as doom.

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Solutions

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with separate, carefully-enunciated words, I can now tell you. He was talking to the Dragon.

Once DragonDictate has separate words to work with, its ability of recognize them is frequently amazing. Right out of the box is understands the careful speech of most American speakers. It only ask you to tell it if the voice it will be hearing in high or low, and to train it very briefly by speaking under twenty words. If you wish to get higher recognition, you can train it is understand your speech much more reliably by spending twenty minutes pronouncing about four hundred words for it. As you read each word to the program, it revises its internal model of the way you speak, and keeps the information in a separate file for each user.

It has several layers of correction available. As you dictate each word, a drop-down box shows DragonDictate's best guess of what the word is. That word will also appear in the document. If the Dragon lamis-guessed, however, you can choose any of the other words in the box by saying "Choose 5" or "Choose 6," using the number of the late the word is on. If the correct word is not there, you can say "Spellmode" and spell the word using the Alpha-Bravo alphabet 50 "Dragon" would be "Delta-Romeo-Alpha-Colf-Oscar-November" As you spell the word. DragonDictate is constantly guessing what might be the word you are after, and placing its guesses in the dropdowl box. When the right word appears in, say, position 4, you can say "choose al" or complete the spelling as you wish Your correction will go into the learning file, and DragonDictate will recognize the wood

You can also correct earlier mistakes by saying 'Oops'. The last dozen as so words in the document will then appear in a special correction panel. You can choose which one to amend, and change digit as if it were the last word pain used. The 'Oops' function did not alway successfully replace words in MS Word while! I was trying to digitate this.

can detect Perhaps the Dragon was as frustrated as I was with our hardware problems.

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February 1-2 Computer Super Shows. The Chatsworth Marketplace, Super Show Productions. Contact: (714)459-6105.

February 2 Computer Marketplace. Sequoia Conference Center, Buena Park, National Productions. Contact: 1-800-800-5600

February 3-6 ComNet Conference and Expo. Washington, D.C. Contact: 1-800-545-EXPO or URL: http://www.mha.com/comnet/

February 7 The Internet: What's Fact, What's Fancy. Los Angeles. UCLA and Software Council of Southern California. Contact: (310)996-0545

February 8-9 Computer Marketplace. Fairplex Expo Center, Pomona. National Productions. Contact: 1-800-800-5600

February 9-11 The Home Automation Show and Conference, Orlando, FL. Contact: 1-888-RUN-TABS , info@homeautomation.com , or URL: http://www.homeautomation.com

February 9-12 Demo '97. Indian Wells, CA. Contact: 1-800-633-4312.

February 12-14 Professional/Scholarly Publishing Division's '97 Annual Conference, Washington, D.C. Association of American Publishers, Inc. Contact. (212)255-0200

February 15 Computer Super Shows. Glendale Civic Auditorium Super Show Productions. Contact (714)459-6105

February 16 Computer Super Shows. Riverside Convention Center Super Show Productions Contact (714)459-6105

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The Internet: What's Fact. What's Fancy LOS ANGELES

New media business models that are working will be explored by senior executives from major Internet-related enterprises at the The Internet: What's Fact, What's Fancy, hosted by UCLA and Software Council of Southern California. Topics will range from a current demographic description of who internet users actually are and the profile accepted by advertisers to state-of-the-industry discussion about online electronic commerce. Also, panelists will examine how online media are used successfully to update packaged software and profit strategies driving product development and service offerings. Speakers will include senior management from Disney Online. Times-Mirror, Microsoft, Western International Media, Netcount, InfoTouch, SAIC, Sony Computer Entertainment. Bandai Digital Entertainment, Netscape, Ziff-Davis, Travelocity, AudioNet, Pacific Bell Internet Services and Oglivy Adams & Rinehart. For more information, contact (310)996-0414

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February 22-23 Computer Super Shows. O.C. County Fairgrounds, Super Show Productions. Contact: (714)459-6105.

February 27-March 1 Sunbelt Computer & Graphics 1997. Atlanta, GA. Contact: 1-800-330-7491 or URL: http://www.sunbeltshow.org.

March

March 1 Computer Marketplace, Sherman Square Entertainment Center, Reseda, National Productions. Contact: 1-800-800-5600.

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March 2 Computer Marketplace. Sequoia Conference Center, Buena Park, National Productions, Contact: 1-800-800-5600.

March 2-6 Object World East, Boston, MA Contact: (617)433-1830, == URL: http://www.

March 8-11 1997 SXSW Multimedia/Interactive Festival. Austin, TX. Contact: sxsw@sxsw.com ■ URL: http://www.sxsw.com

March 8-9 Computer Marketplace. Henderson Convention Center, Las Vegas, National Productions. Contact: 1-800-800-5600

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March 10-14 Fourth Annual Internet World '97-Los Angeles. Contact: 1-800-632-5537. or URL http://events.iworld.com

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March 22 Computer Marketplace. Earl Warren Showgrounds, Santa Barbara. National Productions Contact. 1-800-800-5600.

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March 23 ACP Computer Swap Meet. Santa Ana. Super Show Productions. Contact. (714) 558-8813

March 25-27 Communication Design Engineering Conference. Washington. D.C. Contact. (617)1021-9219. or deed@exporg.com Murch 29-30 Computer Super Shows. Riverside Convention Center. Super Show Productions. Contact. (714)1459-6105.

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April © Computer Marketplace, Sequoia Conference Center, Buena Park, National Productions Contact 1-800-800-5608

April 8-10 American Programmer Summit '97 Boston, MA Contact 1-800-888-1816, Iover ingecutier com, of URL http://iuwww.cuiter.com April 9-11 FoliotWest. Los Angeles Contact (310)318-9697

April 12-13 Computer Marketplace. Henderson Convention Center Las Vegas National Productions Contact 1-800 800-5600 April 19-20 Computer Marketile.

April 19-20 Computer Marketplace. Fairplex Expo Center, Pomona National Productions Contact. 1-800-800-5600

May

May 3 Computer Marketplace, Sherman Square Entertainment Center, Reseda National Pruductions Contact 1-800-800-5600.

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May 6-8 On Demand Digital Printing and Publishing Conference. New York Contact 203-256

May 12-16 IFIP/IEEL International Symposium on Integrated Network Managers 97 (IM '97). San Diego Contact Andrea

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Erickson. (301)913-9338, ext. 341, aericksons conference.com, or URL: http://www.ieed org/comsoc/IM

May 16–18 MacFair L.A. Burbank. LAMG Contact (310)319-1824. or macfair@lamg.com May 17–18 Computer Marketplace. Fairplex Expo Center. Pomona. National Productions. Contact: 1-800-800-5600.

May 31 Computer Marketplace. Fairplex Expo Center, Pomona. National Productions. Contact: 1-800-800-5600.

Classes, Seminars, Workshops

February

February 1 An Introduction to Java Applet Programming, Los Angeles UCLA Extension. Contact: (310)825-4100.

February 1 Java Programming, Fullerton, Cal State Fullerton Extension, Contact; (714)773-2611. February 1-2, 14-15, 28 Microsoft Course 687: Supporting Microsoft Windows NT 4,0-Core Technologies, Los Angeles UCLA Extension Contact (310975-3,100

February 2–9 Introduction to Lingo. Los Angeles UCLA Extension. Contact: (310)206-1422.

February 4-20 Grand Tour of Macintosh Graphics Applications. Fullerton Cal State Fullerton Extension Contact (714)773-2611.

February 5 Introduction to PowerBuilder, Fullerton, Cal State Fullerton Extension Contact, (714)773-2611

February & World Wide Web: A Hands-On Introduction, Fullerton Cal State Fullerton Extension, Contact. (714)773-2611

February 7 Introduction to PowerBuilder. Fullerton Cal State Fullerton Extension Contact. (714)773-2611.

February 8 Intro to FileMaker Pro. Santa Monica LAMG. Contact. (310)319-1821. February 8 Microsoft Word Part I. Fullerton Cal

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February 8 Microsoft Windows 95. Fullerton
Cal State Fullerton Extension Contact

February 8 Adobe Photoshop 3.0: Beginning/ Intermediate, Fullerton, Cal State Fullerton Extension Contact (714)773-2611

February 8 Macromedia Director, Fullerton Cid

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February # Intro to Photoshop, Santa Monica
LAMG, Contact, (310)319-1821

February 12-13 Hands-On Intro to Photoshop Santa Monica, LAMG Contact. (310)319-1821. February 15 Intranets: Bringing Internet

Technology to the Corporate Network. Los Angeles. UCLA Extension. Contact (310)825-4100. February 15 Director. Santa Monica. LAMG Contact: (310)319-1821.

February 15 Photoshop Power. Santa Monica LAMG Contact: (310)319-1821

Pebruary 18-19 Filemaker Pro Relational Workshop. Los Angeles MacAcademy Contact 1-800-527-1914, or URL: http://www.macademy.com.

February 19 Creating Your Home Page for the World Wide Web, Fullerton, Cal State Fullerton Extension, Contact; (714)773-2611.

February 19 Hands-On Beginning Mac. Santa Monica, LAMG, Contact. (310)319-1821

February 20 Perl Programming, Pullerion Cal State Fullerion Extension, Contact: (714)773-2811 February 21 Hands-On Intro to QuarkXPress Santa Monica, LAMG Contact. (310)319-1821 February 22 Introduction to Visual Basic-Fullerton. Cal State Fullerton Extension

February 22 Fundamentals of SmallTalk Fullerton Cal State Fullerton Extension

Contact (714)773-2611. February 22 Beginning Macintosh. Santa Monica LAMG Contact (310)319-1021

February 22 Web Pages, Santa Monica LAMG Contact 1310/319-1821

February 22-March 22 Microsoft Course 689 Supporting Microsoft Windows N 4.0-Enterprise Technologies. Los Angeles UCLA Extension Contact (310)825-4100

February 24 Advanced Shell Programm Fullerton. Cal State Fullerton Extens Contact: (714)773-2611

February 25 A Hands-On Tour of MacIntosh and Key Applications. Fullerton Cal State Fullerton Extension Contact (714773-261) February 25-26 Hands-On Inter-Adv. Photoshop Santa Monica LAMG. Contact (310319-182) February 26 World Wide Web: A Hands-On Introduction. Fullerton Ea) State Fullerion Extension. Contact (714773-261)

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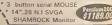
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9516) 542-625 9516) 642-627 (714) 437-146 (714) 995-339 (714) 716-325 (714) 997-43 Ironically, CD-ROMs are great for primary source material. Because primary materials are public domain government documents, the production costs are minimal. Indeed, a substantial library of primary source tax materials on CD-ROM can be purchased for a hundred dollars. Some materials can even be downloaded directly, online.

Large legal and tax firms can justify paying the small fortune necessary annually to maintain a current bound library, because the overhead is shared by so many practitioners. And large firms can afford it because they cater to giant, high-fee clients.

The problem for publishers, then, is how to sell secondary source materials to the more numerous little operators without sacrificing the happy margins available from the big guys. Their solution is classic price discrimination by product differentiation. Towards this end small firms get a handful of CD-ROMs and their clients have to hope that their CPA m smarter than the material they're stamped on. Large firms get a full paper library complete with a librarian to kep if updated; and their clients consider it a status symbol m pay the bill.

In actuality, large firms typically purchase tax services in both paper and CD-ROM format. This is because the price of such redundancy is relatively small—only about \$5500 a year extra after the identical paper service has already been purchased. And there are situations when CDs are genuinely helpful, such as when a fast and easy answer is all what is sought, or when a hardbound volume is being used by some one else.

Tax publishers have confused and perverted the ease of computer research tools with a discriminatory pricing scheme that has seriously eroded the ability of traditional tax advisors access subscription tax services. Practitioners, taxpayers, and anyone else who performs electronic tax research should understand its limitations.

I'm generally as pro-digital as the next guy in these parts, but I maintain that tax research is best performed without over-reliance hi-tech tools.

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Robert L. Black. 'Technology: Tips, Tricks and Traps of CD-ROM Tax Research.' The Tax Adviser, Parts I, II (October 1995, January 1996)

Lee Knight and Ray Knight, "Tax Research: Faster, Cheaper Easler with HI-Tech Tools," Journal of Accountancy 8/96

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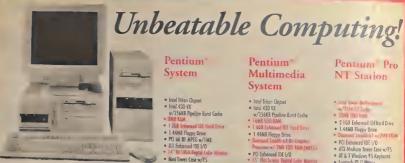
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Amiga-San Gabriel Valley (ATUG). Meetings 3rd Sat. 11 am, 1st Southern Baptist Church, Temple City Contact: Steve. (818) 285-6424. [Exp.#161]

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Architecture SIG at LA Macinitesh User Greep, Meckings 4th Thurs 7:30 pm, LAMG Resource Center, Santa Monica Focus on computers in architecture, minteror design, hautscape architecture and related lields Guests welcome. Contact Same Mc-Donough, (310)399-2190 [Exp 4183]

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Les Augeles Competer Society, Meetings, 2nd Tues, 7:00 pm, Robert Frost Auditionum, Celver City High School, 4401 Elenda St., Culver City, Door prizes, vendor presentations, product review, special interest groups, BBS williternel email Contact (310)471-2726 [Exp.4185]

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PG-Group, Meetings 2nd Wed., 7:00 pm, Valencia Town Center Community Room Contact (805)298-1680 [Exp.#166]

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Valley Computer Club (VCC). Meetings: 2nd Tues. 7 00 pm, Burbank YMCA, 321 E. Magnolia Blvd., Burbank. BBS, PD Bhrary, SIGs, newsletter. ■ welcome. Contact Estella McClintock. (818)648-1948: ■ Grayce Hruda, (818)642-3707. [€p.#166].

Westside III Users Groep. Meetings: 2nd Mon., 7:00 pm, 4117 Overland Blvd., Culver City, CA. Contact Hershel Wolfson. (310) 838-5812. [Exp.#163.]

INTERNET

OS/2 Internet Special Internet Group, Meetings 4th Mon., 7:00 pm, 600 Anton Blvd, 2nd Roor (at Avenue of Aris), Costa Mesa. Contact: Dave Watson, (714)534-4456. [Exp#166]

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KAYOS Kaypre User Group, Meetings: 4th Tises, of even months, 6:00 pm, El Segundo Library, Mariposa and Richmond streets. Contact; (310)379-8339. [Exp.#165.]

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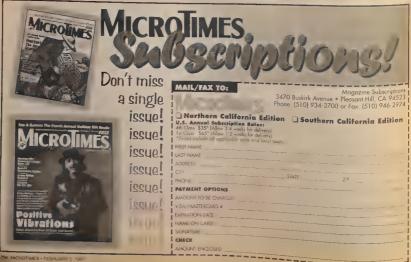
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Stop Spam! continued from grows 149

example, can create up to five separate screen names on one account, at no extra charge.

Some electronic-privacy groups don't believe consumers should need to mask their identities or resort to other so-called privacy survivalist tactics to protect themselves online. "That's unfair and unreasonable," says Marc Rotenberg, director of the Electronic Privacy Information Center in Washington D.C. "We think companies collecting personal information should carry more information to protect privacy....and we encourage technologies that help eliminate the collection of privacy information."

7. Wipe Due Directory Listings

Web email directories make it easy to look up an old friend or former co-worker who moved out of town. But what price convenience? Directories such as Big Book, Four11 and WhoWhere? have collected email addresses for millions of people in and outside the United States, and spanmers are mining those databases for their own lists.

Cut them off at the pass by writing the directories and requesting that they remove your name, email address and other personal information from their database. Some of the largest directories are:

American Directory Assistance (http://www.abii.com/lookupusa/ adp/peopsrch.htm)

Bigfoot (http://bigfoot.com)

Four11 (http://www.four11.com)

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WhoWhere? (http://www.whowhere.com)

World E-mail Directory (http://www.worldemail.com/)

Of course, once you're out of the directory listings, people with legitimate reasons for funding you won't be able to. As an alternative, some directories will keep your email address private until you give the OK, similar to caller LD. WhoWhere calls its service "Who's There," and Switchboard calls its "Knigck Knock."

Directories have also started posting software sentries on their respective database search engines == block ====== from collecting large numbers of user email addresses at a time "All lot of people out there would low to get their hands on the data == have, and we have as be constantly vigilant they're not getting it from us," says Richard Rock, WhoWhere! product manager.

8. What Not To Do

Some individuals believe ... only way to curs spammers is with a dose of their own medicine, namely mail bombs or other acts of Net terror ism. A bit of advice don't do it.

Mail bombs are created by setting up an email program so repeatedly mail a message to the offending party; sometimes with multi-megabyte "BLOB" attachments tagging along for the ride

Satisfying as this may sound, mail bombs cause big trouble—usually for the sender—by syring up their Internet service provider's mail server and the mail server of the spammer's ISP. Worst case scenarioyou could lose your account.

Ultamately, knowledge, not revenge, is the best defense.

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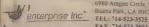
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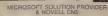


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DVORAK'S LAST COLUMN . BY JOHN C. DVORAK

The Apple PC—Thinking The Unthinkable

Or Don't Blame The Messenger, It's Not My Fault

As readers

of my columns in PC Magazine and elsewhere know, I've concluded that Apple will shortly roll out a PC clone of one sort or another for one obvious reason — to save the company.

The bigger question is what form this new product will take, not whether it will be done. Bill Gates has been spending far too much time at Apple for this not to occur. Apple's market share has been slipping, and as long as the market shares for PCs are lumped together with Macintoshes this slide will continue. The only way to defeat the trend is to bring out a PC clone.

The most recent rumors have it that at some point Apple will use the Exponential 533 MHz. PowerPC chip and an emulator to make the fastest Windows machine on the market. This concept is slightly laughable for a number of reasons. Although emulation of the 68000 worked fine for the early PowerPC and the necessary backward compatibility as Apple transitioned from the 68000 family to the Power PC, let's not get carried away with this idea regarding Windows. Few Mac users realize that over time the PC architecture has evolved to be optimized for Windows. The video cards in particular are designed with Windows in mind. To shootom this onto a Mac is not practical.

A PowerPC running Windows 95 via X86 emulation also loses a generation as MAX hist the market. I seriously doubt that the MMX features can be incorporated into the emulation code guickly. Ill fact MMX may be part of a bigger strategy by Intel to stave off such a notion.

Also there is a marketing problem. A PowerPC Mac that can was Windows is a dual-purpose machine whether someone wants a dual-purpose machine or not. If I'm in the market for a Windows machine, why should I buy the extra functionality of Mac compatibility when I'm not interested in Id I know Mac uses in the latest in the la

Why Intel Inside?

On the other hand, if Apple rolls out a raw PC using an Intel Pentium, I can be assured of real compatibility and can be further assured that I'm not buying things I really do not want. While it's possible that a 533 MHz PowerPC for even one faster; could be a fast Windows machine under emulation, you can be certain that because of the complexity of these chips that a something wouldn't work at all. Some software or who knows what would simply not run. The skirtish public would avoid the machine like the plague.

An Apple PC must be a standalone system pure Windows 95 or 05/2 type—machine running an Intel (or AMD or Cyrki; chip, Apple cannot make the mistake of thinking that these machines are going to be sold to Apple Mac añcionados. A Mac user isn't interested in a PC and many never will be interested, ever. And it's doubtful that they would give a damn about an Apple PC as long as the Mac stayed on track. In fact, they might be convinced that the cash flow from an Apple PC should make enough easy profits to assure the Mac of a long life.

There is another argument for an Intel-based system. Over the years Intel has taken over most of the design R&D for the standard PC. Dell, Gateway and most of the others don't need to spend a nickel on serious PC board engineering. That's why they have such nice numbers in their annual reports. Apple spends a forume, by comparison, on design.

The disadvantage to this is that if Intel ever pulled the plug on Gateway or Dell, the two companies would have some problems. For Apple, an Apple PC would be an ancillary money-maker, if Intel caused a problem, so what? Besides, the opposite would probably happen, and this is something Apple watchers should note. Intel wants to own the world. It would fall all over itself to make an Apple PC a huge success in hopes of getting Apple away from the PowerPC camp altogether. As far as Intel is concerned, these other chips simuld all disappear.

The biggest thing Apple has going for it is its brand name, and that's why as Apple PC would be a huge success. The actual saming of this machine, though, might be a problem, as I'm sure Apple insiders might argue for a machine called the Mac PC, which is just plain ludicrous. It should be named the Apple PC, plain and simple.

Apple can say that it makes Macs and PCs, and you can have either or both from the same manufacturer—Apple. Apple has done its best to design good-looking machines, and this will come in handy as it's more and more apparent that "good looking" machines sell better than ugly machines. This trend should benefit Apple.

Potential Downsides?

What are the downsides to an Apple PC? To Mac users it may turn out that the PC business for Apple would be so profitable that it would shelve the Mac altogether. Apple would deny this, for sure, but it is always a possibility.

Another downside is that instead of using a standard Intel design Apple would design its own FC, and the result would be a poor-performing oddball machine too expensive to compete.

I tend to fear this latter problem the most, as Apple might opt for a backplane design whereby a constimer could buy a card cage-type computer and throw in a CPU card from Intel, or a Mac card, or both. There is a certain appeal to this type of architecture, but it costs more money to design and more money to manufacture than just taking the Intel-designed mother-board and plopping it into an Apple case.

I also fear that Apple will try to do too much value-added to what should be a simple box. Marketing Macs to an audience of yuppies and artists who don't like fiddling with computers is not the same as selling clones to people who are used to problems. There are a lot of proud engitars at Apple who would like to put their imprint on Windows. They should avoid this desire.

The biggest mistake, though, that Apple can make is to not bring out an Apple PC. With the responsible managers at Apple I suspect this mistake won't be made, and we'll see an Apple PC this year. Hopefully they'll keep it simple and do it right.

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